



NHS Children and Young People's Patient Experience Survey Benchmark Report 2024

West Hertfordshire Teaching
Hospitals NHS Trust



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This work was carried out in accordance with the requirements of the international standard for organisations conducting social research (accreditation to ISO27001:2013; certificate number GB10/80275).

Background and methodology

This section includes:

- an introduction to the NHS Patient Survey Programme
- information on the 2024 Children and Young People's Patient Experience Survey
- a description of key terms used in this report
- guidance on how to navigate the report

Background and methodology

The NHS Patient Survey Programme

The NHS Patient Survey Programme (NPSP) collects feedback on adult inpatient care, maternity care, children and young people's inpatient and day services, urgent and emergency care, and community mental health services.

The NPSP is commissioned by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England.

The Children and Young People's Patient Experience Survey has been conducted as part of the NPSP since 2014. The survey was last conducted in 2020 and the 2024 survey marks the transition to a mixed-mode methodology, incorporating both online and paper responses.

The 2024 survey provides insight into the experiences of children and young people (age 0 to 15 years) and supports the CQC in regulating, monitoring, and inspecting acute and specialist NHS trusts in England.

For further details on the programme and results from previous surveys, please refer to the section on further information on this page.

Children and Young People's Patient Experience Survey

The survey was administered by the Survey Coordination Centre (SCC) at Picker Institute. A total of 133,138 patients were invited to participate across 120 NHS trusts. Responses were received from 25,821 respondents (including 12,917 children and young people), an adjusted response rate of 19.6%.

Patients were eligible to participate if they had been admitted to hospital, were aged between 15 days and 15 years old and had been discharged between 1 March 2024 and 31 May 2024. Trusts drew a sample of up to 1,250 patients; however, some trusts with fewer patients did submit a smaller sample size.

The 2024 survey had three questionnaire versions tailored to three age groups, sent based on the child or young person's age at the end of the sampling period (31 May 2024):

- **0-7 questionnaire:** Sent to parents or carers of children aged between 15 days and 7 years. This questionnaire was completed entirely by the parent or carer.
- **8-11 questionnaire:** Sent to parents or carers of children aged 8 to 11 years. This questionnaire

included a section for the child to complete and a separate section for the parent or carer.

- **12-15 questionnaire:** Sent to parents or carers of young people aged 12 to 15 years. This questionnaire included a section for the young person to complete and a separate section for the parent or carer. Those aged 15 years at discharge but who turned 16 years by the end of the sampling period still received this version.

For more information on the sampling criteria for the survey, please refer to the [sampling instructions](#). Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between August and December 2024.

Further information about the survey

- For published results and for more information on the Children and Young People's Patient Experience Survey, as well as other surveys in the NPSP and guidance for trusts, please visit the [NHS Survey website](#).
- To learn more about the CQC's survey programme, please visit the [CQC website](#).

Key terms used in this report

The 'expected range' technique

This report shows results for your trust for each scored evaluative question in the survey, compared with other trusts that took part. It uses an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts. This is designed to help understand the performance of individual trusts and identify areas for improvement. More information can be found in the ['How to interpret scoring and benchmarking in this report'](#) pages.

Standardisation

Demographic characteristics, such as age and route of admission, can influence patients' experience of care and the way they report it. Since trusts have differing profiles of patients, this could make fair trust comparisons difficult. To account for this, we 'standardise' the results, which means we apply a weight to individual patient responses to account for differences in demographic profiles between trusts.

For each trust, results have been standardised by the route of admission (emergency or elective), length of stay (no overnight stay or one or more overnight stays) and the age of respondents. This

ensures that the trust results reflect the 'national' distribution of these factors (based on all respondents to the survey).

This helps ensure that no trust will appear better or worse than another because of its profile and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results.

Scoring

For selected questions in the survey, the individual (standardised) responses are converted into scores, typically 0, 5, or 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing.

Some questions are descriptive (e.g., p27) or designed to filter respondents based on their relevance to subsequent questions (e.g., p59). While these questions are generally not scored, some exceptions apply. Please refer to the [scored questionnaire](#) for further details. Section scores are calculated as the arithmetic mean of question scores for the section after weighting is applied. More information can be found in the ['How questions are](#)

[scored](#)' slide.

National average

The 'national average' mentioned in this report is the arithmetic mean of all trusts' scores after weighting is applied.

Suppressed data

- **Scored questions:** No score will be displayed if there are fewer than 30 respondents with data for a scored question.
- **Demographic data:** No data will be displayed if there are fewer than 20 respondents with data for a demographic category (such as gender or ethnicity).

Further information about the methods

For further information about the statistical methods used in this report, please refer to the [survey technical document](#) which is on the 'Analysis and Reporting' section of the 2024 Children and Young People's Patient Experience Survey webpage on the NHS surveys website.

Using the survey results

Navigating this report

This report is split into four sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run, and how to interpret the data.
- **Headline results** – includes key trust-level findings relating to the patients who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- **Scoring and benchmarking** – shows how your trust scored for each evaluative question in the survey compared with other participating trusts, using the 'expected range' analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Scoring and benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas

where you may wish to improve.

- **Comparison to other trusts** – Shows questions where your trust has performed much better, better, somewhat better, somewhat worse, worse, or much worse compared with all other trusts.

How to interpret the graphs in this report

There are several types of graphs in this report that show how the score for your trust compares to the scores achieved by all trusts that took part in the survey.

The two chart types used in the section 'Scoring and benchmarking' use the 'expected range' technique to show results. For information on how to interpret these graphs, please refer to the ['How to interpret scoring and benchmarking in this report'](#) slides.

Other data sources

More information is available about the following topics at their respective websites, listed below:

- Full national results; technical document:

[Children and young people's survey 2024 - Care Quality Commission](#)

- National and trust-level data for all trusts who took part in the 2024 Children and Young People's Patient Experience Survey <https://nhssurveys.org/surveys/survey/01-children-patient-experience/>. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: www.cqc.org.uk/content/surveys
- Information about how the CQC monitors hospitals: <https://www.cqc.org.uk/what-we-do/how-we-use-information/using-data-monitor-services>

Headline results

This section includes:

- information about your trust population and sample
- an overview of benchmarking for your trust
- the best and worst scores for your trust

Who took part in the survey?

This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.



1250 invited to take part



255 completed

46% inpatients

54% day cases

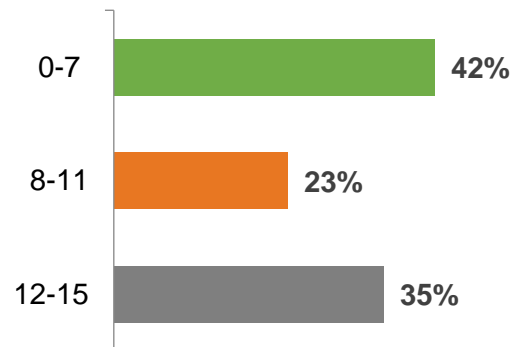


21% response rate

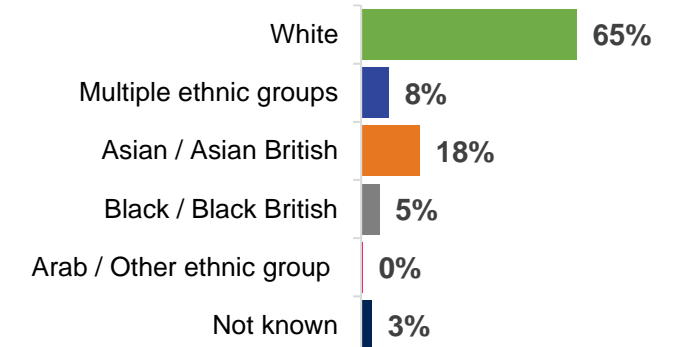
20% average response rate for all trusts



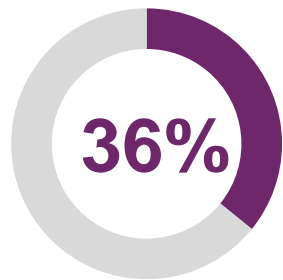
AGE OF PATIENTS



ETHNICITY



LONG-TERM CONDITIONS



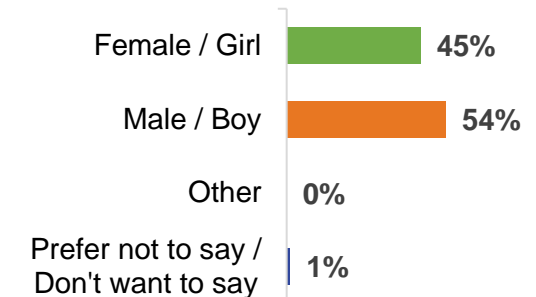
of patients have one or more **physical or mental health conditions or illnesses** that have lasted or are expected to last 12 months or more.



ROUTE OF ADMISSION



GENDER



Summary of findings for your trust

Comparison with other trusts

The **number of questions** at which your trust has performed better, worse, or about the same compared with all other trusts.



For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the section [How to interpret scoring and benchmarking in this report](#).

Best and worst performance relative to the national average: children and young people's questions

These five questions are calculated by comparing your trust's results to the national average.

- **Top five scores:** These are the five results for your trust that are highest compared with the national average. If none of the results for your trust are above the national average, then the results that are closest to the national average have been chosen, meaning a trust's best performance may be worse than the national average.
- **Bottom five scores:** These are the five results for your trust that are lowest compared with the national average. If none of the results for your trust are below the national average, then the results that are closest to the national average have been chosen, meaning a trust's worst performance may be better than the national average.

Top five scores (compared with national average)

■ Your trust score ■ National average 0 2 4 6 8 10

Section 6 Facilities

c1. If you used the hospital Wi-Fi, was it good enough to do what you wanted?

7.0

Section 5 Hospital food

c6. Were you able to get hospital food when it wasn't a mealtime?

6.2

Section 1 The waiting area

c20_3. Did any of the following bother you when you were in the waiting area? Not having enough to do

7.9

Section 8 Operations and procedures

c22. Before the operations or procedures, how well did staff explain what would be done?

8.6

Section 2 Hospital ward

c2. On the hospital ward, were you around people your own age?

6.5

Bottom five scores (compared with national average)

■ Your trust score ■ National average 0 2 4 6 8 10

Section 4 Being looked after in hospital

c7. Did staff play with you or do any activities with you while you were in hospital? / Did staff give you any activities to do while you were in hospital?

4.4

Section 9 Leaving hospital

c25. Did a member of staff tell you who to talk to if you were worried about anything when you got home?

6.9

Section 2 Hospital ward

c3_4. If you stayed overnight, did anything stop you from sleeping? Room temperature

7.6

Section 1 The waiting area

c20_6. Did any of the following bother you when you were in the waiting area? Nothing bothered me

2.3

Section 10 Overall experience

c26. Overall, how well were you looked after in hospital?

7.6

NHS Children and Young People's Patient Experience Survey

Results for West Hertfordshire Teaching Hospitals NHS Trust



Where children and young people reported their experience **is best**

- ✓ **Facilities:** Children and young people finding the hospital Wi-Fi meets their needs
- ✓ **Hospital food:** Young people having access to hospital food outside mealtimes
- ✓ **The waiting area:** Children and young people having enough to do in waiting areas
- ✓ **Operations and procedures:** Staff providing children and young people with clear explanations before operations or procedures
- ✓ **Hospital ward:** Children and young people being around others their own age on the ward



Where children and young people reported their experience **could improve**

- **Being looked after in hospital:** Staff playing or providing activities for children and young people
- **Leaving hospital:** Staff providing information to children and young people about who to contact if they were worried about anything after discharge
- **Hospital ward:** Children and young people not being stopped from sleeping by room temperature
- **The waiting area:** Children and young people not feeling bothered by anything in waiting areas
- **Overall experience:** Children and young people feeling well looked after in hospital

These questions are based on responses from **children and young people** and are calculated by comparing your trust's results to the national average. "Where patient experience is best": These are the five results for your trust that are highest compared with the national average. "Where patient experience could improve": These are the five results for your trust that are lowest compared with the national average.

This survey looked at the experiences of children and young people who were discharged from an NHS acute hospital between 1 March 2024 and 31 May 2024. Between August and December 2024, a questionnaire was sent to 1250 recent patients. Responses were received from 255 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].

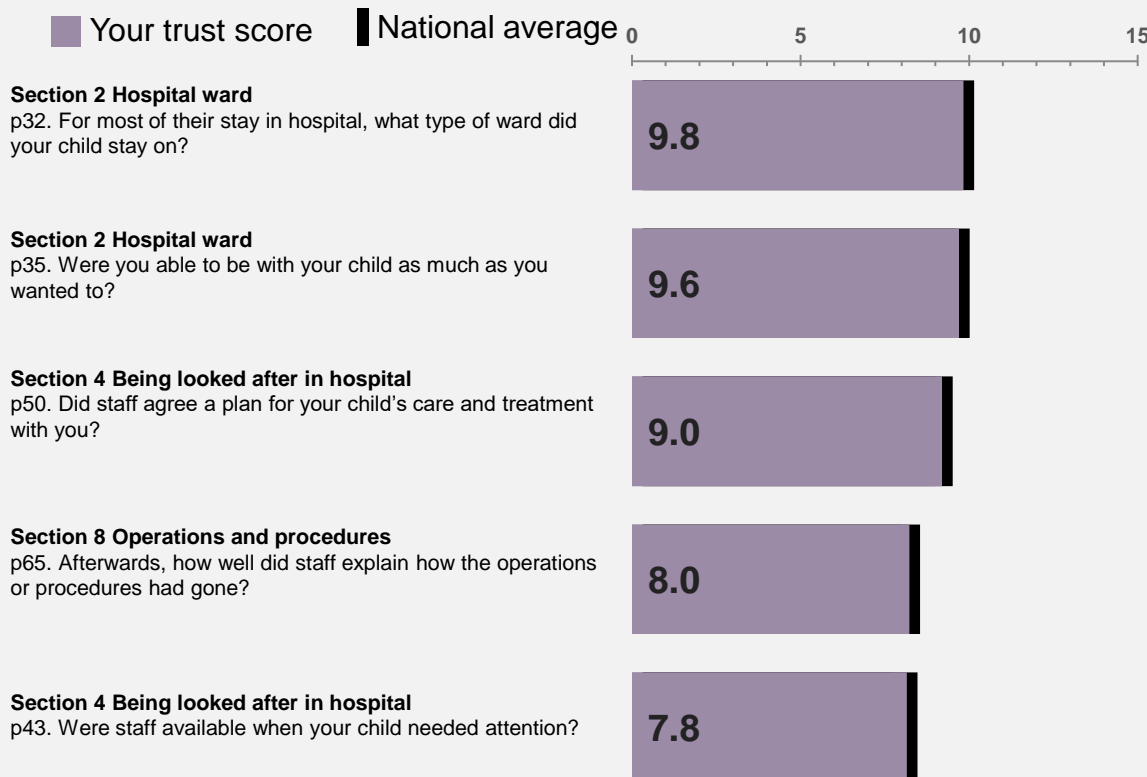


Best and worst performance relative to the national average: parents and carers' questions

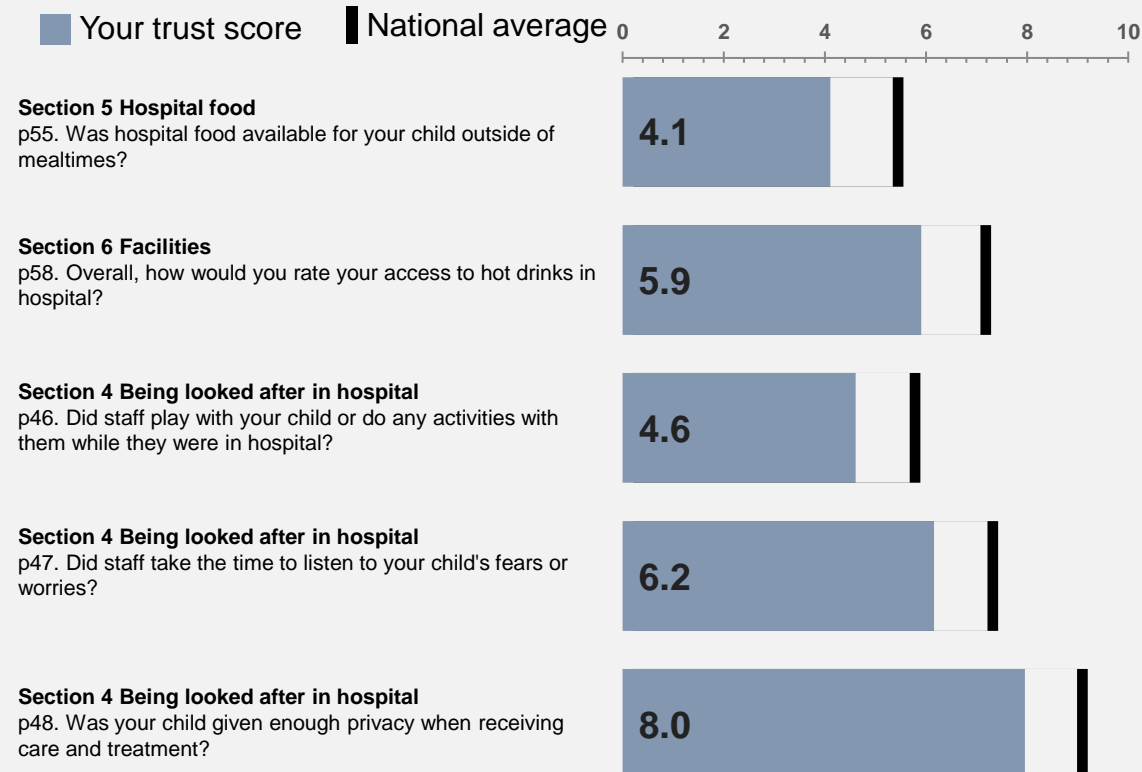
These five questions are calculated by comparing your trust's results to the national average.

- **Top five scores:** These are the five results for your trust that are highest compared with the national average. If none of the results for your trust are above the national average, then the results that are closest to the national average have been chosen, meaning a trust's best performance may be worse than the national average.
- **Bottom five scores:** These are the five results for your trust that are lowest compared with the national average. If none of the results for your trust are below the national average, then the results that are closest to the national average have been chosen, meaning a trust's worst performance may be better than the national average.

Top five scores (compared with national average)



Bottom five scores (compared with national average)



NHS Children and Young People's Patient Experience Survey

Results for West Hertfordshire Teaching Hospitals NHS Trust



Where **parents and carers** reported experience **is best**

- ✓ **Hospital ward:** Children and young people being placed in an age appropriate ward
- ✓ **Hospital ward:** Parents / carers being able to stay with children and young people as needed
- ✓ **Being looked after in hospital:** Staff agreeing care plans with parents / carers
- ✓ **Operations and procedures:** Parents / carers feeling that staff explain well how the child or young person's operations or procedures have gone
- ✓ **Being looked after in hospital:** Staff being available when children and young people need attention



Where **parents and carers** reported experience **could improve**

- **Hospital food:** Children having access to hospital food outside of mealtimes
- **Facilities:** Parents / carers having good access to hot drinks in hospital
- **Being looked after in hospital:** Staff providing activities for children during hospital stays
- **Being looked after in hospital:** Staff taking time to listen to children's fears or worries
- **Being looked after in hospital:** Children being given enough privacy during care and treatment

These questions are based on responses from **parents and carers** and are calculated by comparing your trust's results to the national average. "Where patient experience is best": These are the five results for your trust that are highest compared with the national average. "Where patient experience could improve": These are the five results for your trust that are lowest compared with the national average.

This survey looked at the experiences of children and young people who were discharged from an NHS acute hospital between 1 March 2024 and 31 May 2024. Between August and December 2024, a questionnaire was sent to 1250 recent patients. Responses were received from 255 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].



Scoring and benchmarking

This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that took part
- an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts

Please note: If data is missing, this is due to a low number of responses.

How questions are scored

Each evaluative question is scored on a scale from 0 to 10. The scores represent the extent to which the patient's experience could be improved. A score of 0 is assigned to all responses that reflect considerable scope for improvement, whereas a score of 10 refers to the most positive patient experience possible. Where a number of options lay between the negative and positive responses, they are placed at equal intervals along the scale. Where options were provided that did not have any bearing on the trust's performance in terms of patient experience, the responses are classified as "not applicable" and a score is not given. Similarly, where respondents stated they could not remember or did not know the answer to a question, a score is not given.

Example of how questions are scored

The following provides an example for the scoring system applied for each respondent. For question c13 "Did staff talk to you in a way you understood?":

- The answer code "Yes, always" would be given a score of 10, as this refers to the most positive patient experience possible.
- The answer code "Yes, sometimes" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer code "No" would be given a score of 0, as this response reflects considerable scope for improvement.
- The answer code "Don't know / can't remember" would not be scored, as it does not have a clear bearing on the trust's performance in terms of patient experience.

Calculating the trust score for each question

The weighted mean score for each trust, for each question, is calculated by dividing the sum of the weighted scores for a question by the weighted sum of all eligible respondents to the question for each trust. An example of this is provided in the [survey technical document](#).

Calculating the section score

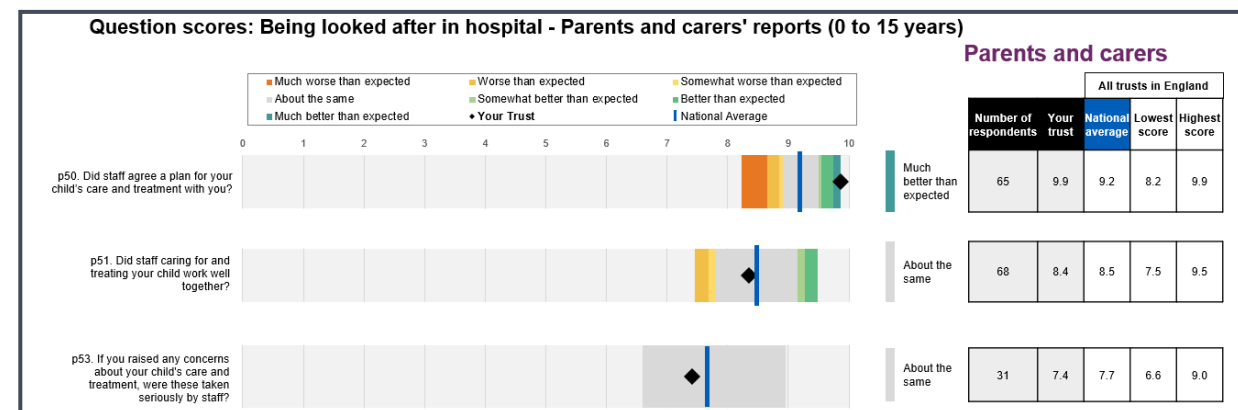
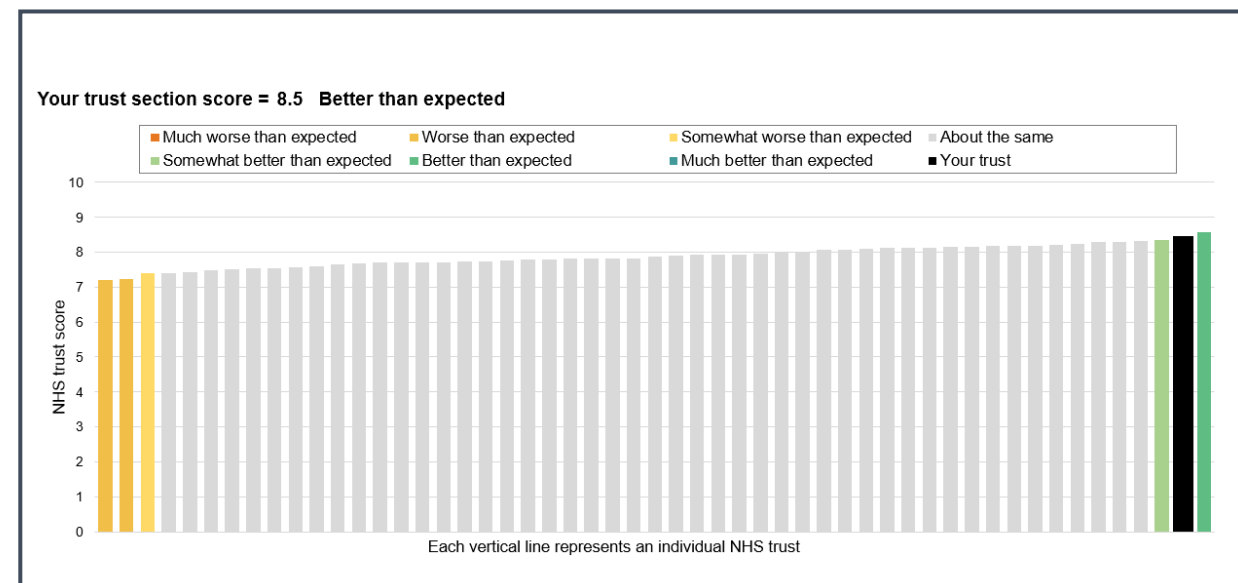
An arithmetic mean of each trust's question scores is taken to provide a score for each section.

How to interpret scoring and benchmarking in this report

The charts in the 'scoring and benchmarking' section show how the score for your trust compares to the range of scores achieved by all trusts taking part in the survey. The black line shows the score for your trust. The graphs are divided into seven possible sections, comparing the score for your trust to most other trusts in the survey:

- If your trust's score lies in the **dark green section** of the graph, its result is 'Much better than expected'.
- If your trust's score lies in the **mid-green section** of the graph, its result is 'Better than expected'.
- If your trust's score lies in the **light green section** of the graph, its result is 'Somewhat better than expected'.
- If your trust's score lies in the **grey section** of the graph, its result is 'About the same'.
- If your trust's score lies in the **yellow section** of the graph, its result is 'Somewhat worse than expected'.
- If your trust's score lies in the **light orange section** of the graph, its result is 'Worse than expected'.
- If your trust's score lies in the **dark orange section** of the graph, its result is 'Much worse than expected'.

These groupings are based on a rigorous statistical analysis of the data termed the 'expected range' technique.



How to interpret scoring and benchmarking in this report (continued)

The 'much better than expected', 'better than expected', 'somewhat better than expected', 'about the same', 'somewhat worse than expected', 'worse than expected' and 'much worse than expected' categories are based on an analysis technique called the 'expected range'. Expected range determines the range within which a trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust, to indicate whether the trust has performed significantly above or below what would be expected.

If it is within this expected range, we say that the trust's performance is 'about the same' as other trusts. Where a trust is identified as performing 'better' or 'worse' than the majority of other trusts, the result is unlikely to have occurred by chance.

The question score charts show the trust scores compared to the minimum and maximum scores achieved by any trust. In some cases, this minimum or maximum limit will mean that one or more of the bands are not visible – because the range of other bands is broad enough to include the highest or lowest score achieved by a trust this year. This could be because there were few respondents, meaning the confidence intervals around your data are slightly larger, or because there was limited variation between trusts for this question this year.

In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust. This occurs as the bandings are calculated through standard error rather than standard deviation. Standard error takes into account the number of responses achieved by a trust, and therefore the banding may differ for a trust with a low number of responses.

Additional information on the 'expected range' analysis technique can be found in the survey technical document on the [NHS Surveys website](#).

Scoring and benchmarking

Section 1: The waiting area

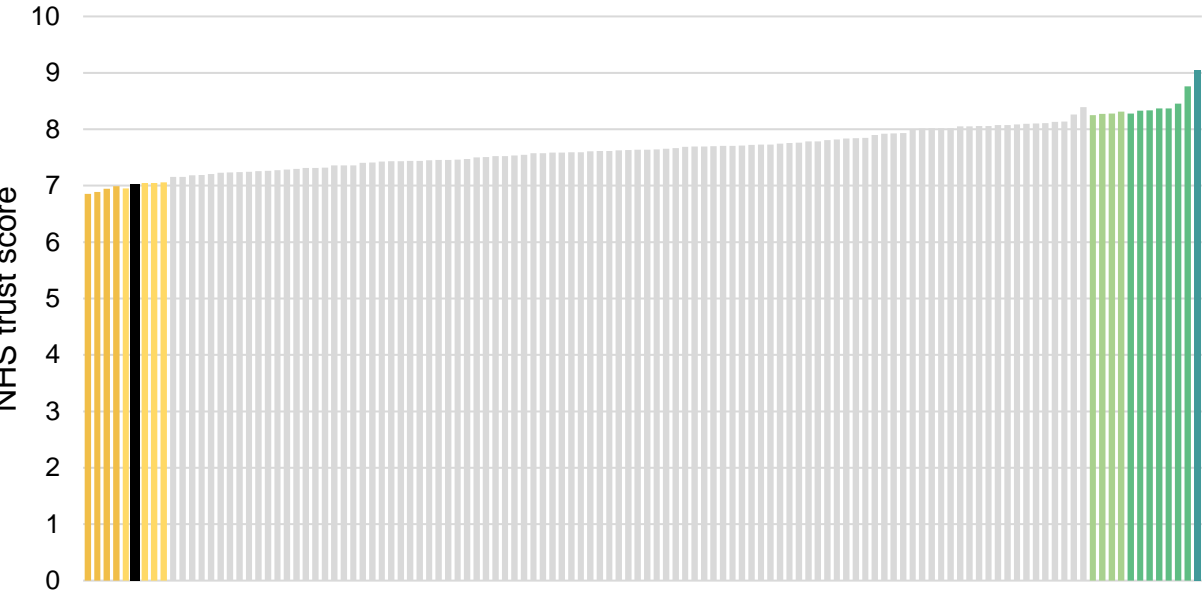
Please note: If data is missing, this is due to a low number of responses.



The waiting area – Parents and carers’ reports (0 to 7 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust, or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 7.0 Somewhat worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

West Suffolk NHS Foundation Trust	8.3
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.1
James Paget University Hospitals NHS Foundation Trust	8.1
The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	8.0
Cambridge University Hospitals NHS Foundation Trust	7.7

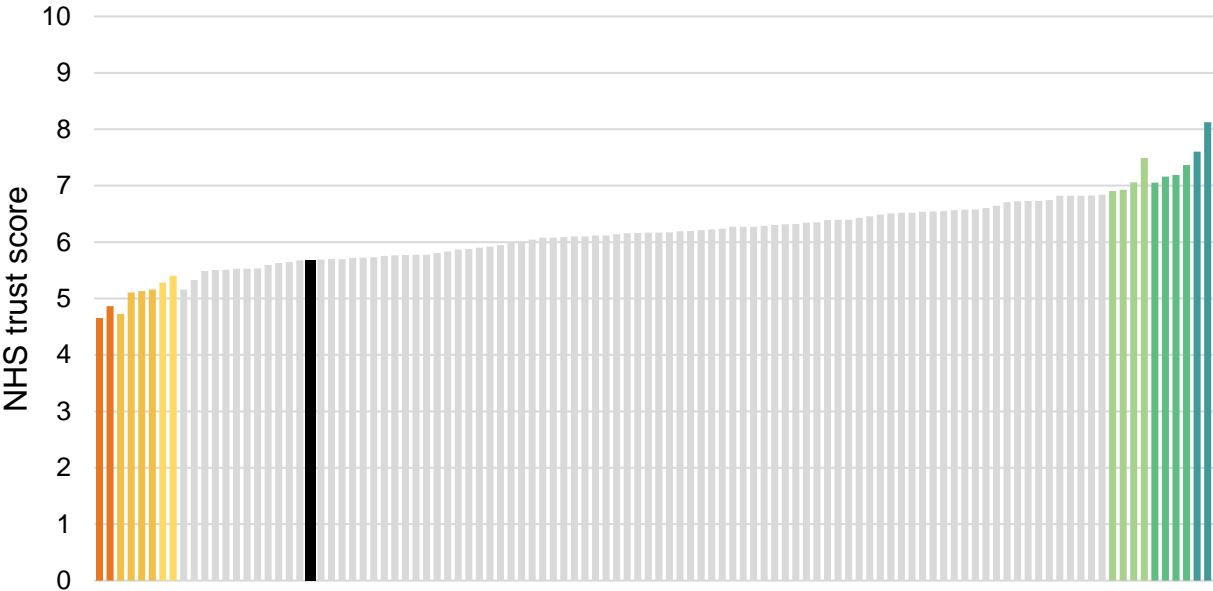
Trusts with the lowest scores

North West Anglia NHS Foundation Trust	7.0
West Hertfordshire Teaching Hospitals NHS Trust	7.0
The Princess Alexandra Hospital NHS Trust	7.2
Milton Keynes University Hospital NHS Foundation Trust	7.3
East Suffolk and North Essex NHS Foundation Trust	7.4

The waiting area – Children and young people’s reports (8 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust, or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 5.7 About the same



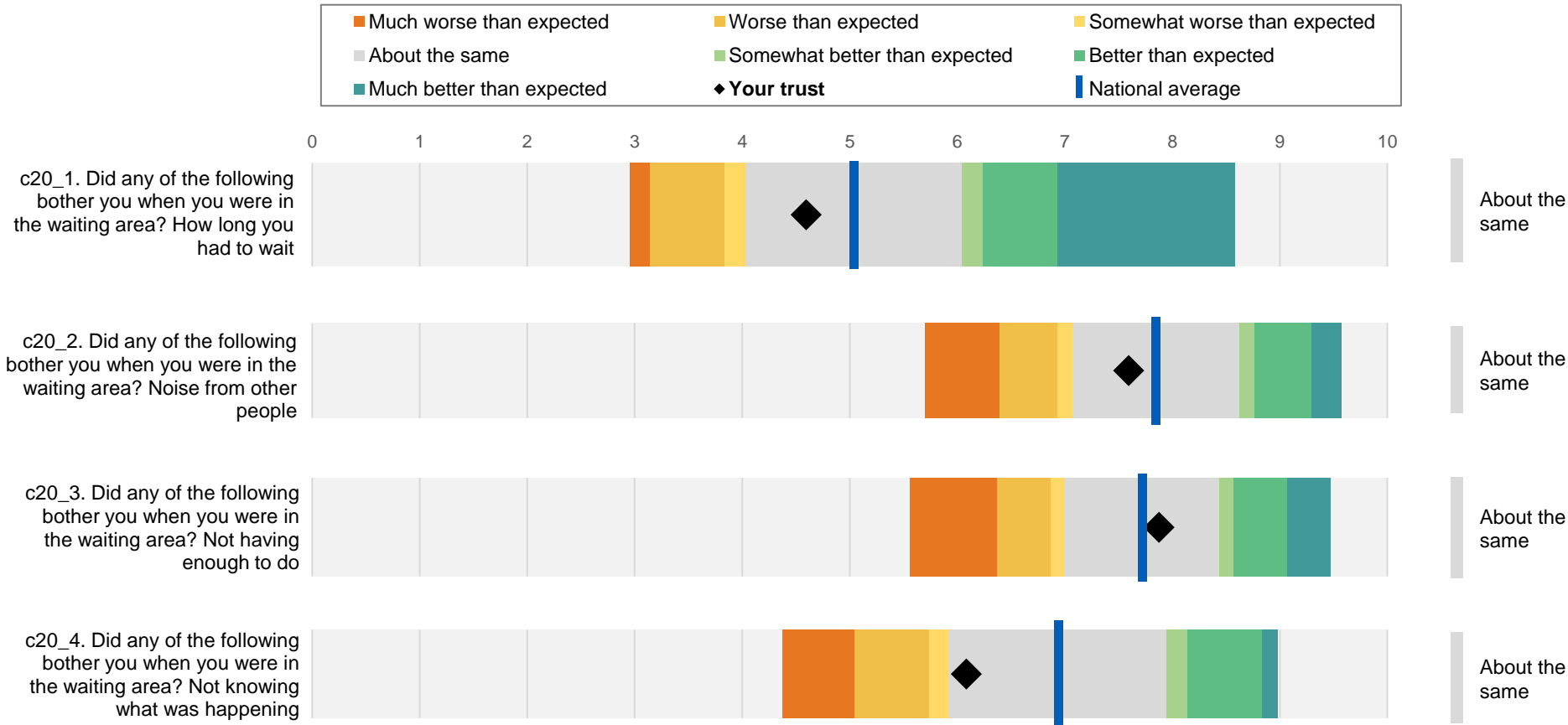
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
Norfolk and Norwich University Hospitals NHS Foundation Trust 7.1	The Princess Alexandra Hospital NHS Trust 5.2
East Suffolk and North Essex NHS Foundation Trust 6.8	East and North Hertfordshire NHS Trust 5.4
Mid and South Essex NHS Foundation Trust 6.7	Cambridge University Hospitals NHS Foundation Trust 5.6
North West Anglia NHS Foundation Trust 6.2	West Hertfordshire Teaching Hospitals NHS Trust 5.7
Milton Keynes University Hospital NHS Foundation Trust 5.8	West Suffolk NHS Foundation Trust 5.7

Section 1. The waiting area

Question scores: The waiting area – Children and young people’s reports (8 to 15 years)

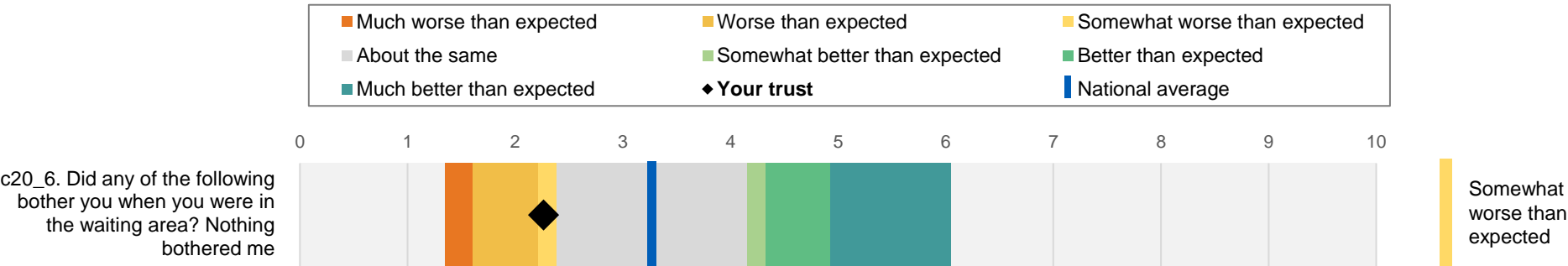


Children and young people

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
97	4.6	5.0	3.0	8.6
97	7.6	7.8	5.7	9.6
97	7.9	7.7	5.6	9.5
97	6.1	6.9	4.4	9.0

Section 1. The waiting area (continued)

Question scores: The waiting area – Children and young people's reports (8 to 15 years)

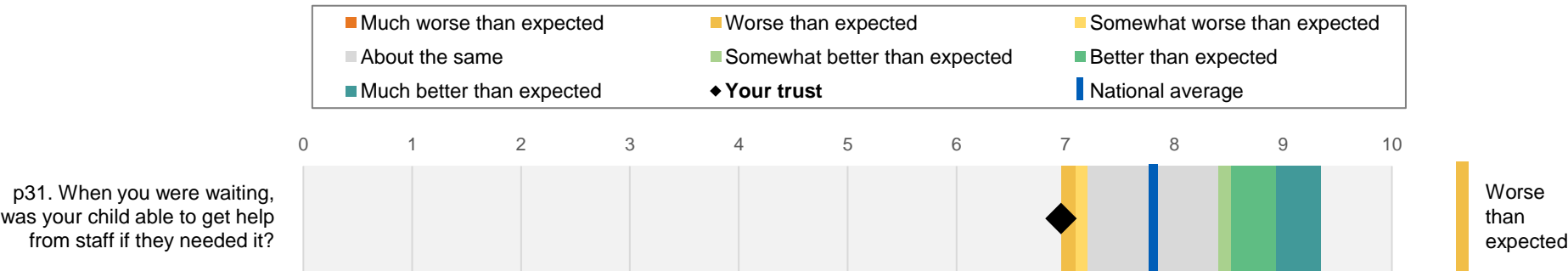


Children and young people

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
97	2.3	3.3	1.3	6.0

Questions related to but not included in this section score

Question scores related to Section 1. The waiting area



Parents and carers

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
186	7.0	7.8	7.0	9.3

p31 is not included in the section score for Section 1: The waiting area because it was the only question related to this section that applies across all survey versions. Creating a sub-section for a single question is not required in this case.

Scoring and benchmarking

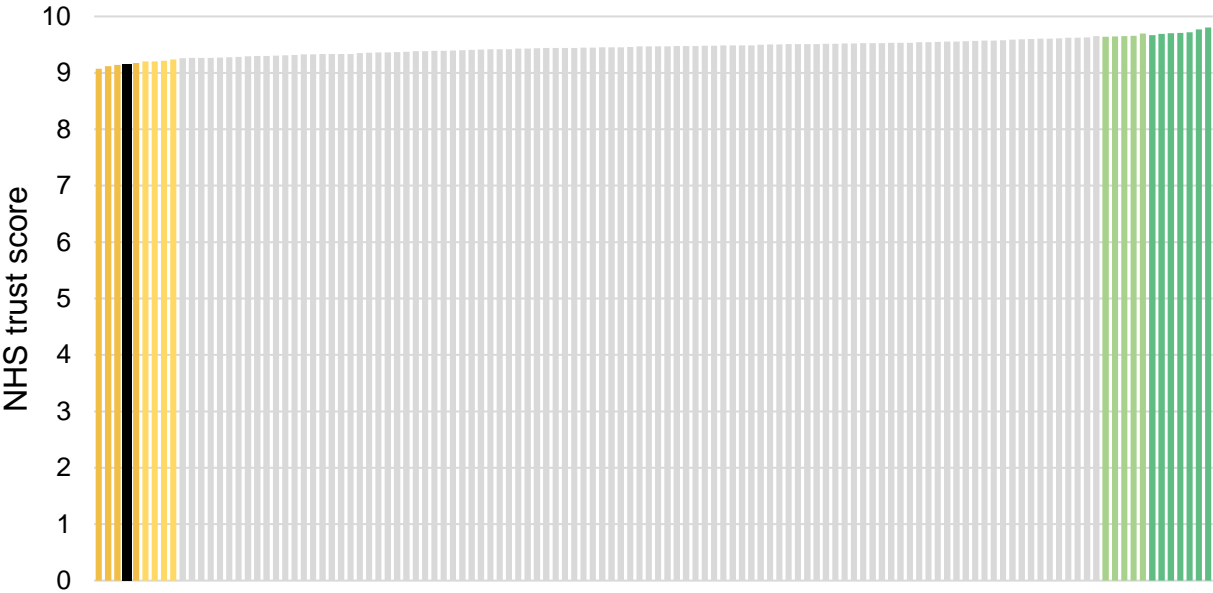
Section 2: Hospital ward

Please note: If data is missing, this is due to a low number of responses.

Hospital ward - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust, or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 9.2 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

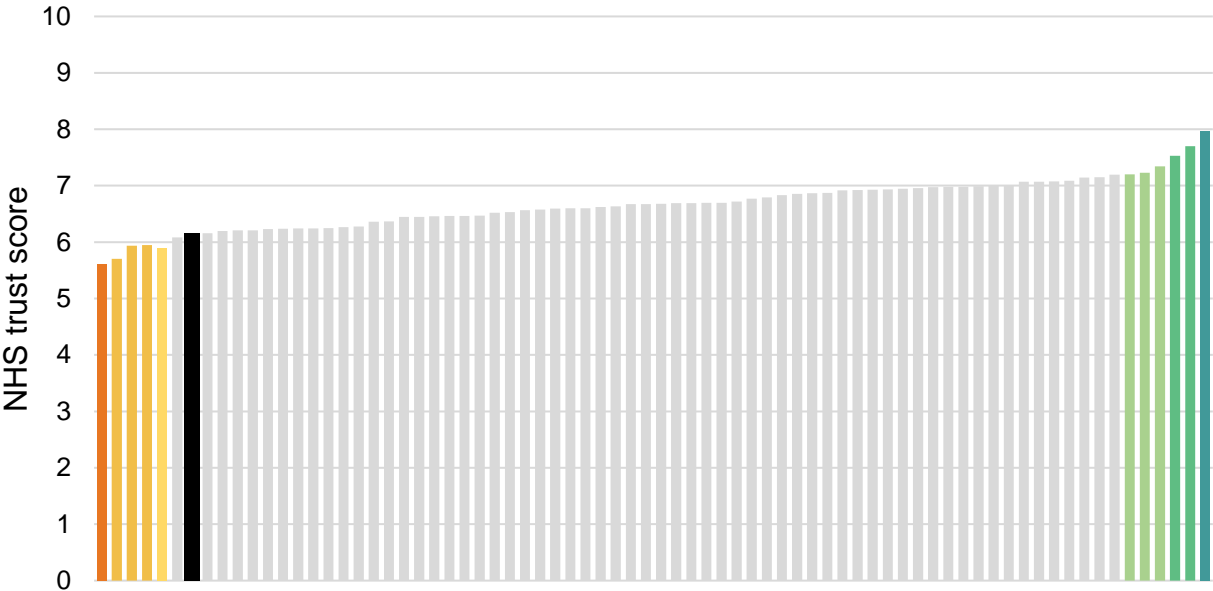
Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
<div>The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust</div> <div>9.6</div>	<div>West Hertfordshire Teaching Hospitals NHS Trust</div> <div>9.2</div>
<div>East Suffolk and North Essex NHS Foundation Trust</div> <div>9.6</div>	<div>East and North Hertfordshire NHS Trust</div> <div>9.3</div>
<div>North West Anglia NHS Foundation Trust</div> <div>9.6</div>	<div>Milton Keynes University Hospital NHS Foundation Trust</div> <div>9.3</div>
<div>Cambridge University Hospitals NHS Foundation Trust</div> <div>9.6</div>	<div>Bedfordshire Hospitals NHS Foundation Trust</div> <div>9.3</div>
<div>Norfolk and Norwich University Hospitals NHS Foundation Trust</div> <div>9.5</div>	<div>West Suffolk NHS Foundation Trust</div> <div>9.5</div>

Hospital ward - Children and young people's reports (8 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the ‘expected range’ analysis technique used, a trust could be categorised as ‘about the same’ whilst having a lower score than a ‘worse than expected’ trust, or categorised as ‘about the same’ whilst having a higher score than a ‘better than expected’ trust.

Your trust section score = 6.1 About the same



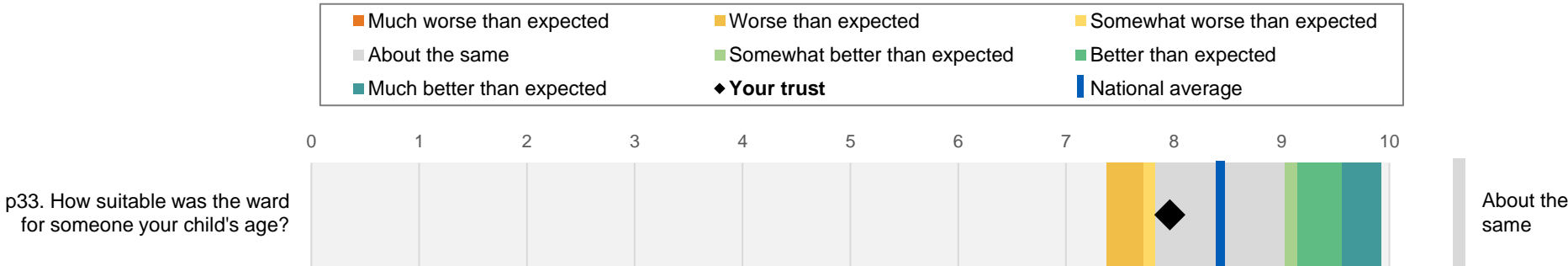
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
East Suffolk and North Essex NHS Foundation Trust	Norfolk and Norwich University Hospitals NHS Foundation Trust
North West Anglia NHS Foundation Trust	East and North Hertfordshire NHS Trust
Cambridge University Hospitals NHS Foundation Trust	West Hertfordshire Teaching Hospitals NHS Trust
Mid and South Essex NHS Foundation Trust	Bedfordshire Hospitals NHS Foundation Trust
Milton Keynes University Hospital NHS Foundation Trust	Milton Keynes University Hospital NHS Foundation Trust

Questions related to but not included in this section score

Question scores related to Section 2: Hospital ward



Parents and carers

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
103	8.0	8.4	7.4	9.9

p33 is not included in the section score for Section 2: Hospital ward because the question was only included in the 0-7-year-old questionnaire.

Scoring and benchmarking

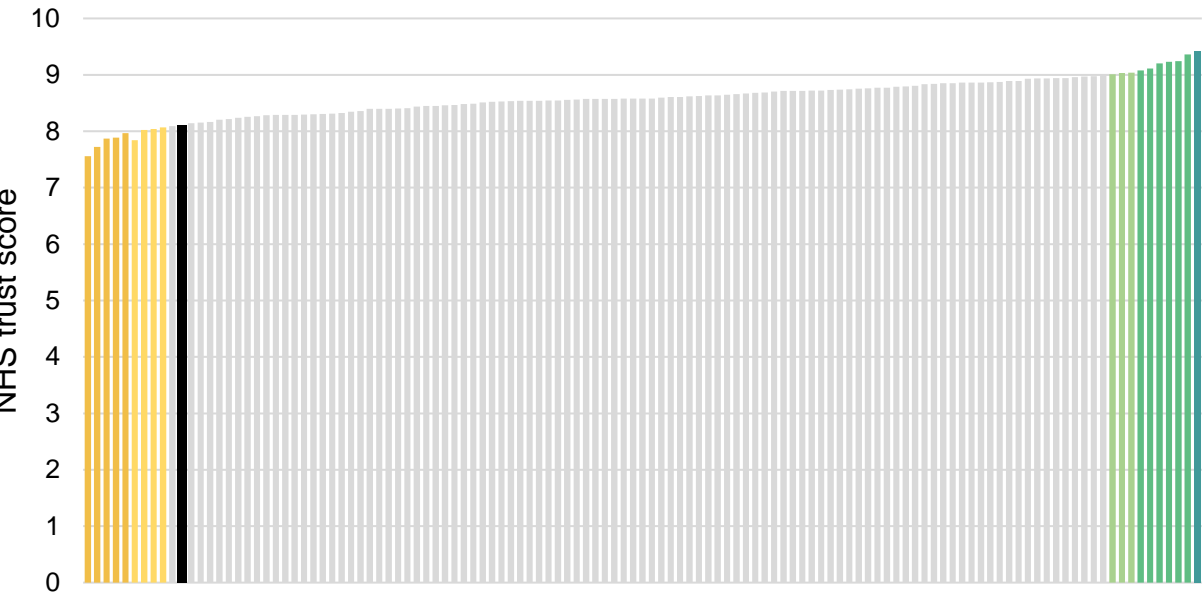
Section 3: Talking to hospital staff

Please note: If data is missing, this is due to a low number of responses.

Talking to hospital staff - Parents and carers' reports (0 to 7 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 8.1 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

East Suffolk and North Essex NHS Foundation Trust	8.9
Cambridge University Hospitals NHS Foundation Trust	8.8
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.8
Mid and South Essex NHS Foundation Trust	8.6
Bedfordshire Hospitals NHS Foundation Trust	8.5

Trusts with the lowest scores

Milton Keynes University Hospital NHS Foundation Trust	8.0
West Hertfordshire Teaching Hospitals NHS Trust	8.1
East and North Hertfordshire NHS Trust	8.2
The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	8.3
West Suffolk NHS Foundation Trust	8.4

Talking to hospital staff - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.9 Worse than expected



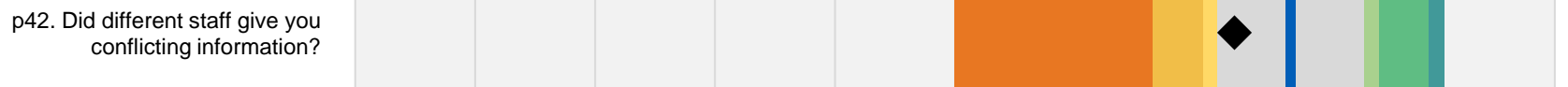
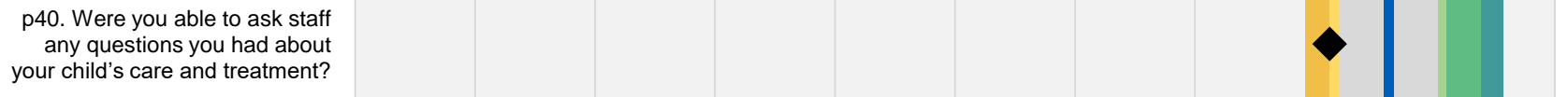
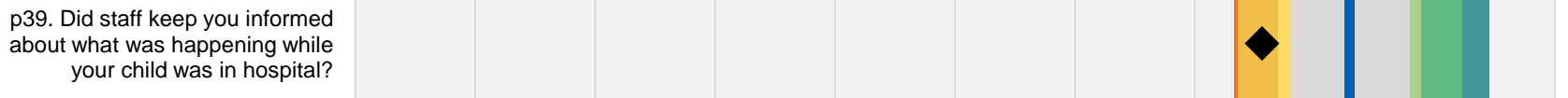
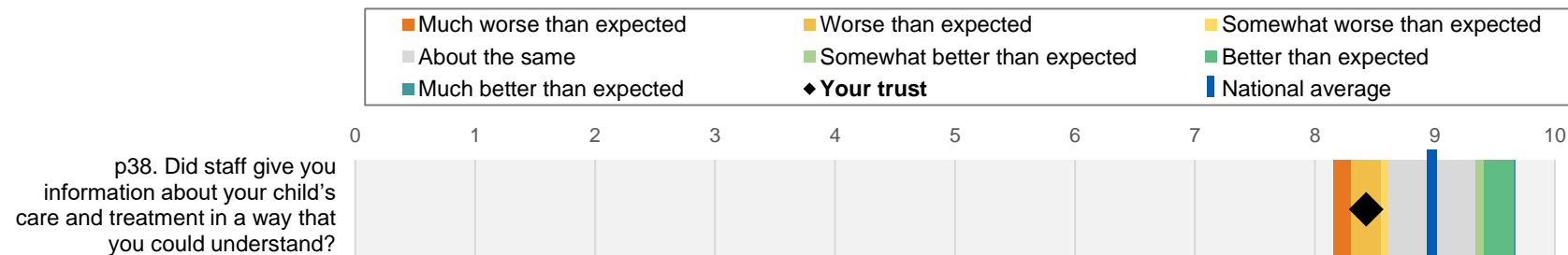
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
<div>East Suffolk and North Essex NHS Foundation Trust</div> <div>8.7</div>	<div>West Hertfordshire Teaching Hospitals NHS Trust</div> <div>7.9</div>
<div>Cambridge University Hospitals NHS Foundation Trust</div> <div>8.6</div>	<div>East and North Hertfordshire NHS Trust</div> <div>7.9</div>
<div>Norfolk and Norwich University Hospitals NHS Foundation Trust</div> <div>8.6</div>	<div>Milton Keynes University Hospital NHS Foundation Trust</div> <div>8.0</div>
<div>North West Anglia NHS Foundation Trust</div> <div>8.4</div>	<div>The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust</div> <div>8.1</div>
<div>Mid and South Essex NHS Foundation Trust</div> <div>8.4</div>	<div>West Suffolk NHS Foundation Trust</div> <div>8.2</div>

Section 3. Talking to hospital staff

Question scores: Talking to hospital staff - Parents and carers' reports (0 to 15 years)



Parents and carers

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
255	8.4	9.0	8.2	9.7

Worse than expected

253	7.6	8.3	7.3	9.5
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Worse than expected

254	8.1	8.6	7.9	9.6
-----	-----	-----	-----	-----

Worse than expected

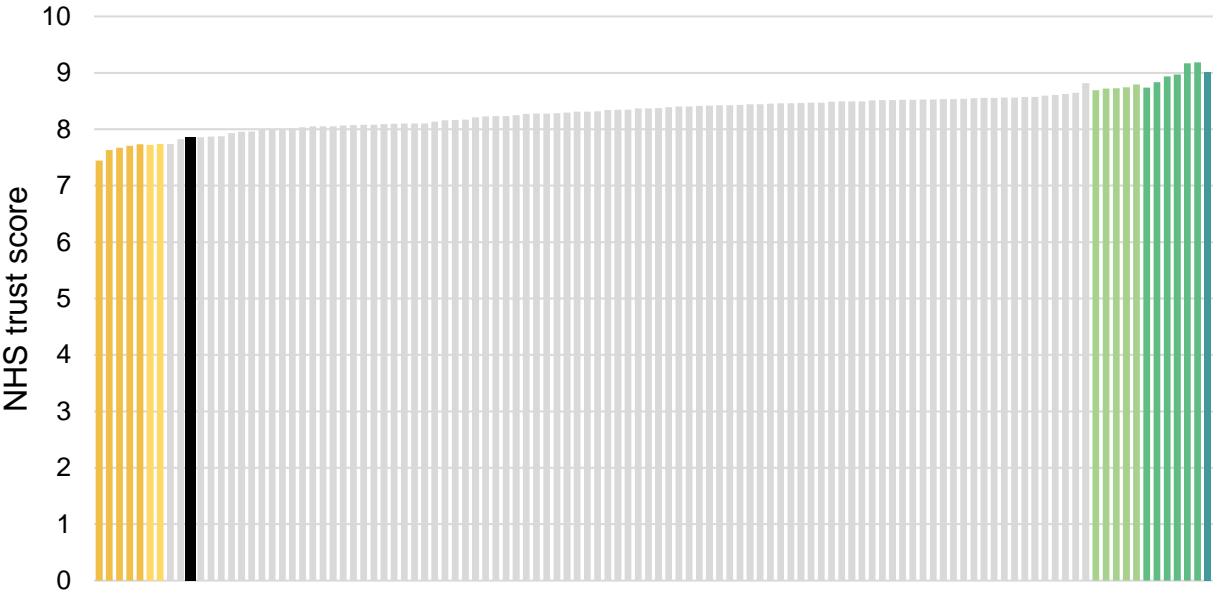
255	7.3	7.8	5.0	9.1
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About the same

Talking to hospital staff - Children and young people's reports (8 to 15 years)

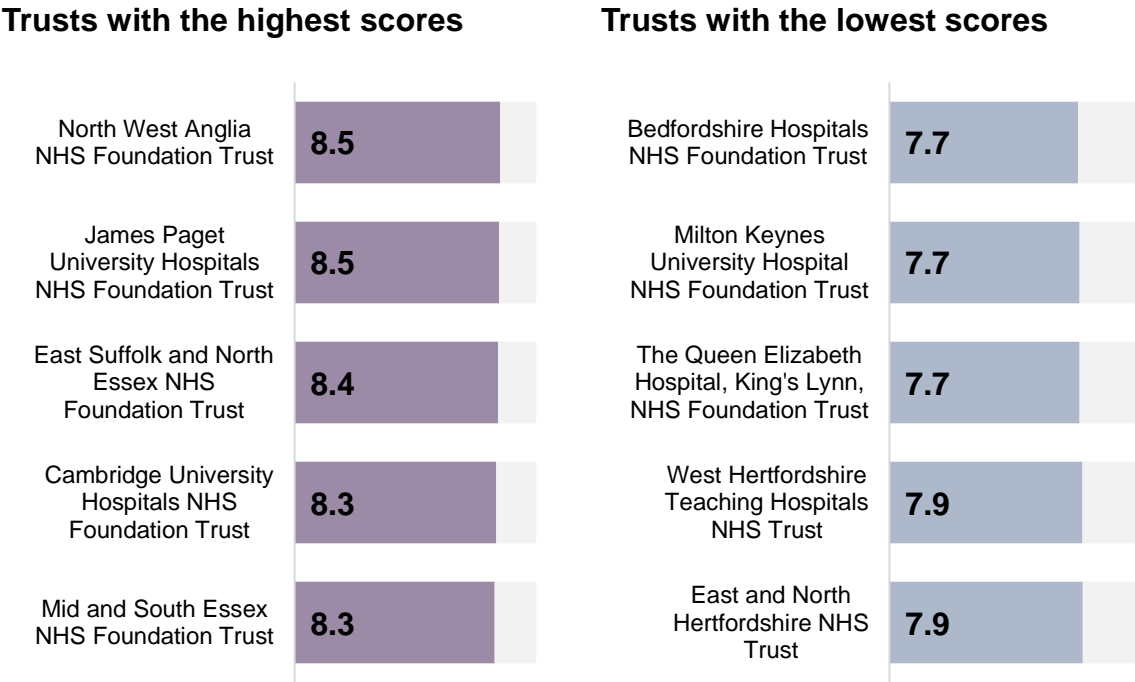
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.9 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region



Section 3. Talking to hospital staff

Question scores: Talking to hospital staff - Children and young people's reports (8 to 15 years)

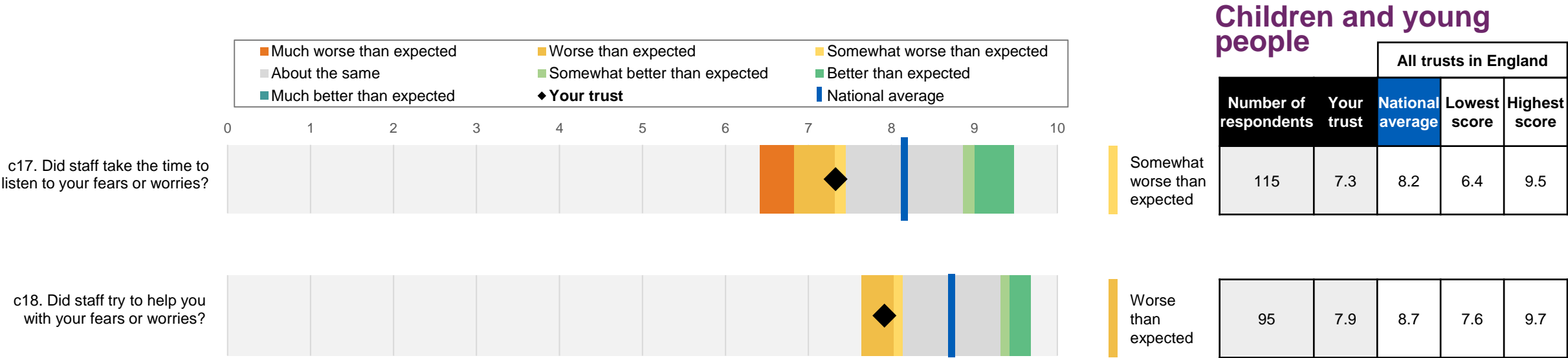
Children and young people



		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
138	7.5	7.9	6.4	9.2
143	8.4	8.5	7.5	9.4
135	7.9	8.2	6.6	9.4
134	8.1	8.3	6.8	9.4

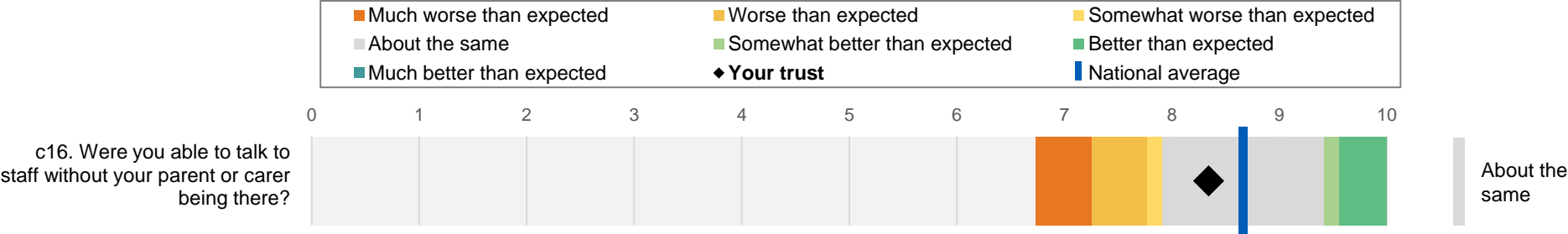
Section 3. Talking to hospital staff (continued)

Question scores: Talking to hospital staff - Children and young people's reports (8 to 15 years)



Questions related to but not included in this section score

Question scores related to Section 3: Talking to hospital staff



Children and young people

Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
49	8.3	8.7	6.7	10.0

c16 is not included in the section score for Section 3: Talking to hospital staff because the question was only included in the 12-15-year-olds’ questionnaire.

Scoring and benchmarking

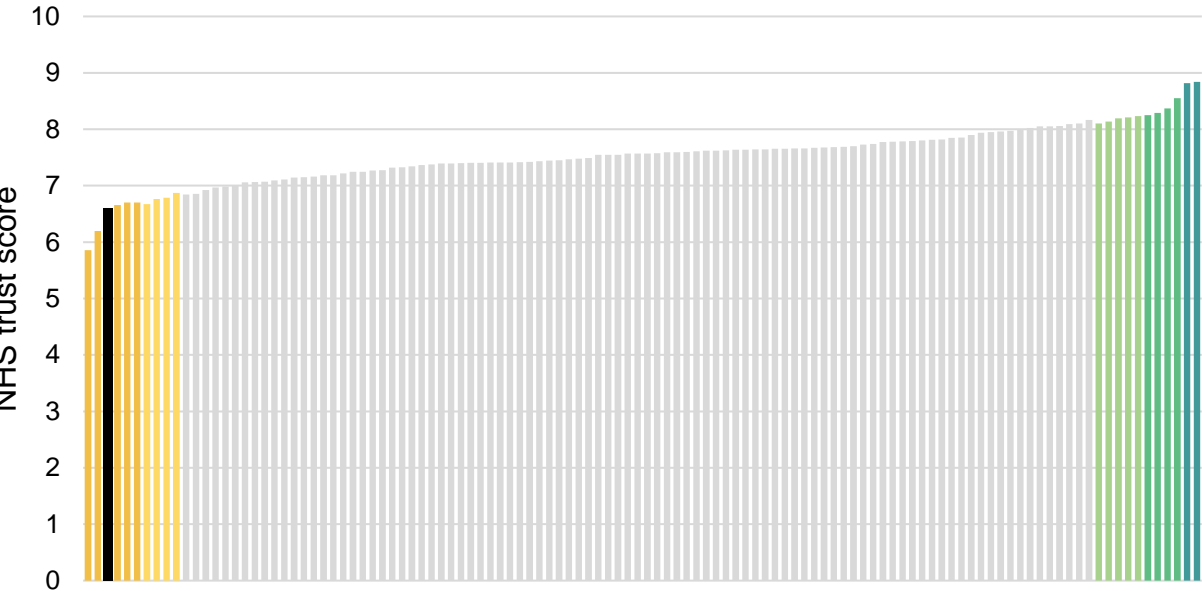
Section 4: Being looked after in hospital

Please note: If data is missing, this is due to a low number of responses.

Being looked after in hospital - Parents and carers' reports (0 to 7 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 6.6 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

Norfolk and Norwich University Hospitals NHS Foundation Trust	8.2
The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	7.7
East Suffolk and North Essex NHS Foundation Trust	7.7
Bedfordshire Hospitals NHS Foundation Trust	7.6
James Paget University Hospitals NHS Foundation Trust	7.6

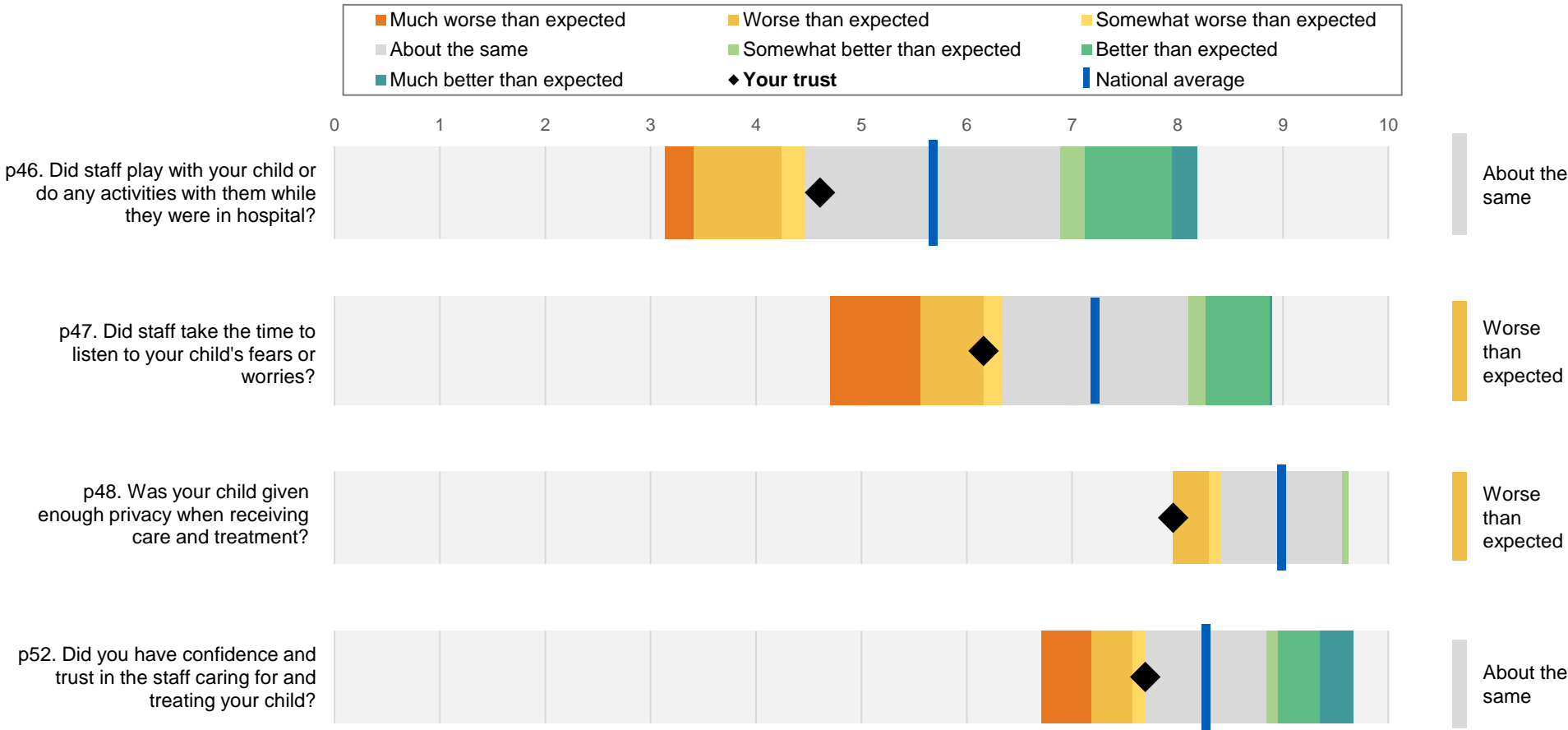
Trusts with the lowest scores

West Hertfordshire Teaching Hospitals NHS Trust	6.6
Milton Keynes University Hospital NHS Foundation Trust	6.8
East and North Hertfordshire NHS Trust	7.1
The Princess Alexandra Hospital NHS Trust	7.2
West Suffolk NHS Foundation Trust	7.3

Section 4. Being looked after in hospital

Question scores: Being looked after in hospital - Parents and carers' reports (0 to 7 years)

Parents and carers

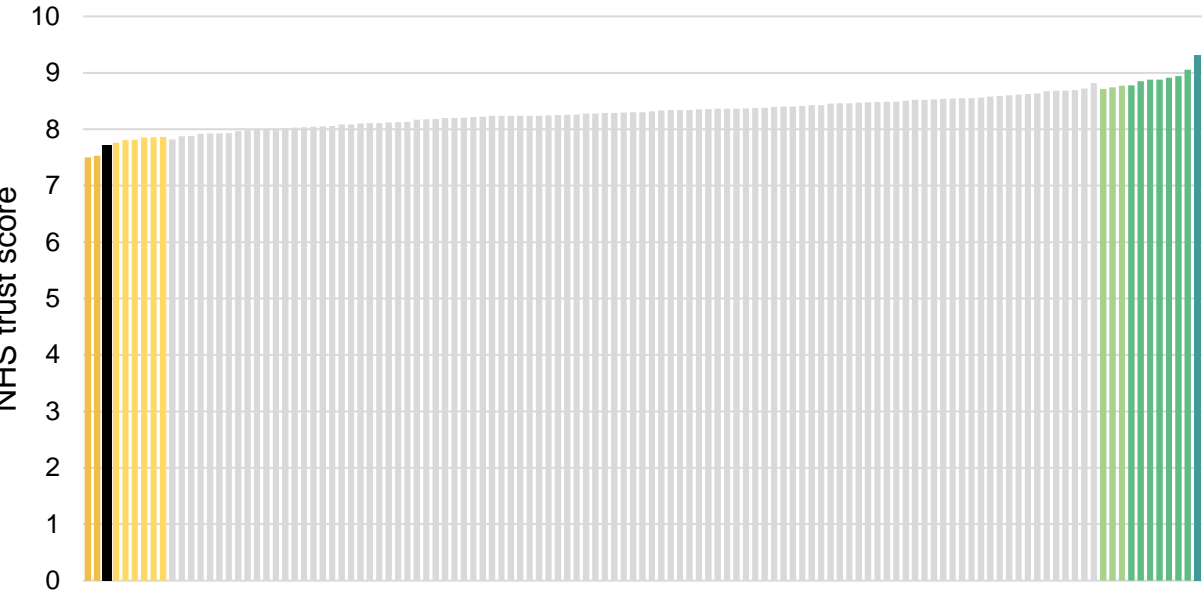


Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
78	4.6	5.7	3.1	8.2
71	6.2	7.2	4.7	8.9
104	8.0	9.0	8.0	9.6
106	7.7	8.3	6.7	9.7

Being looked after in hospital - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.7 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

Cambridge University Hospitals NHS Foundation Trust	8.4
East Suffolk and North Essex NHS Foundation Trust	8.4
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.3
James Paget University Hospitals NHS Foundation Trust	8.3
Mid and South Essex NHS Foundation Trust	8.3

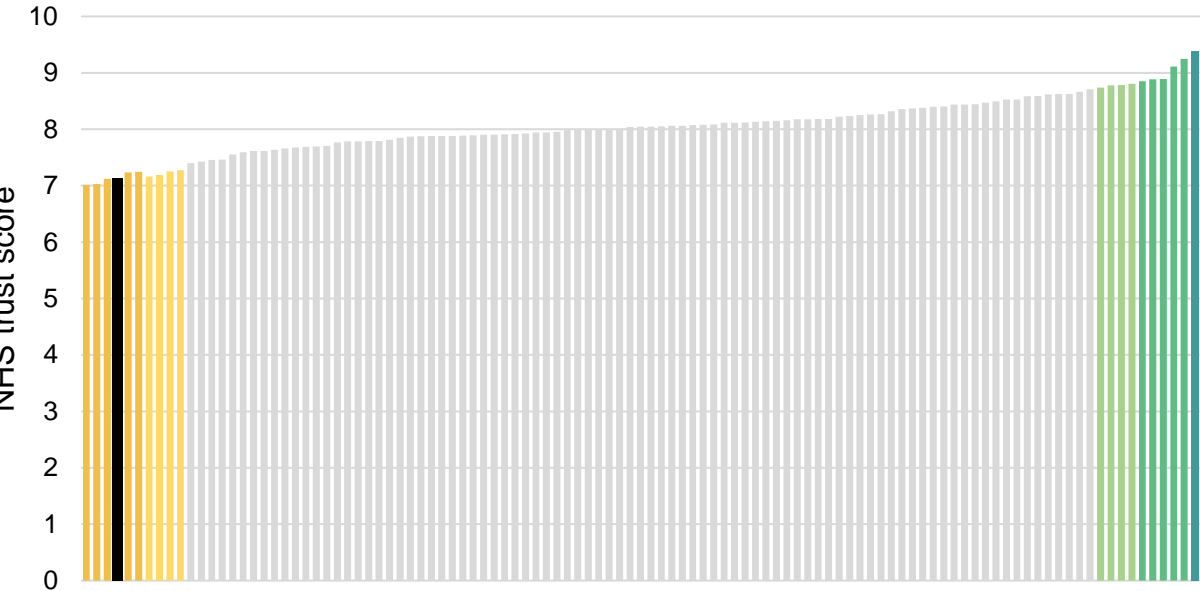
Trusts with the lowest scores

West Hertfordshire Teaching Hospitals NHS Trust	7.7
East and North Hertfordshire NHS Trust	7.9
Milton Keynes University Hospital NHS Foundation Trust	7.9
The Princess Alexandra Hospital NHS Trust	7.9
West Suffolk NHS Foundation Trust	7.9

Being looked after in hospital - Children and young people's reports (8 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.1 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

North West Anglia NHS Foundation Trust	8.7
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.6
Cambridge University Hospitals NHS Foundation Trust	8.6
East Suffolk and North Essex NHS Foundation Trust	8.4
Mid and South Essex NHS Foundation Trust	8.3

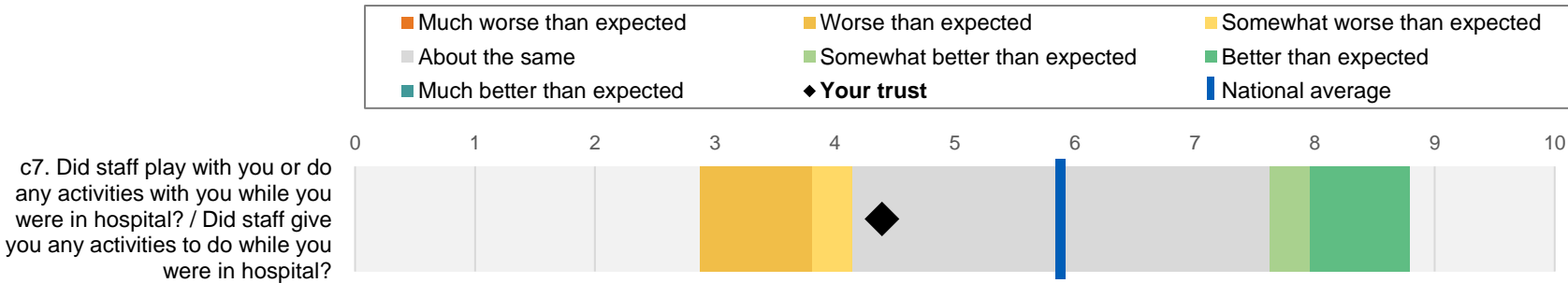
Trusts with the lowest scores

West Hertfordshire Teaching Hospitals NHS Trust	7.1
East and North Hertfordshire NHS Trust	7.4
Milton Keynes University Hospital NHS Foundation Trust	7.4
West Suffolk NHS Foundation Trust	7.5
Bedfordshire Hospitals NHS Foundation Trust	7.9

Section 4. Being looked after in hospital

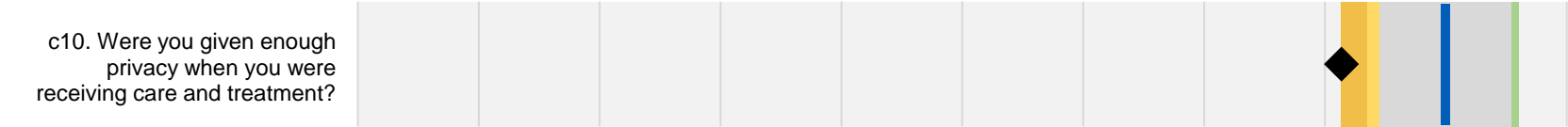
Question scores: Being looked after in hospital - Children and young people's reports (8 to 15 years)

Children and young people



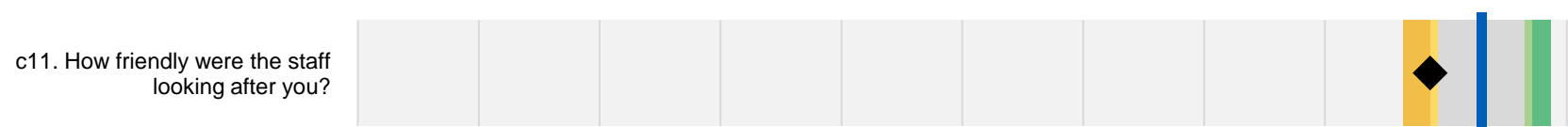
Number of respondents	Your trust	All trusts in England		
		National average	Lowest score	Highest score
93	4.4	5.9	2.9	8.8

About the same



Worse than expected

146	8.1	9.0	8.1	9.6
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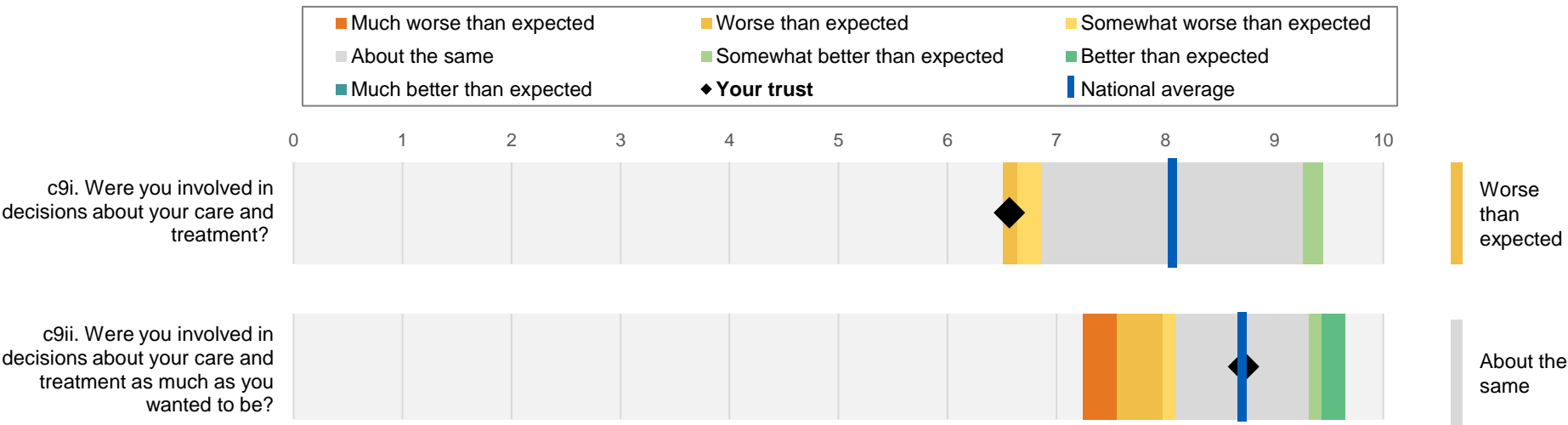


Worse than expected

147	8.9	9.3	8.6	9.9
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Questions related to but not included in this section score

Question scores related to Section 4. Being looked after in hospital



Children and young people

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
52	6.6	8.1	6.5	9.4
78	8.7	8.7	7.2	9.6

- c9i is not included in the section score for Section 4: Being looked after in hospital because the question was only included in the 8-11-year-olds' questionnaire.
- c9ii is not included in the section score for Section 4: Being looked after in hospital because the question was only included in the 12-15-year-olds' questionnaire.

Scoring and benchmarking

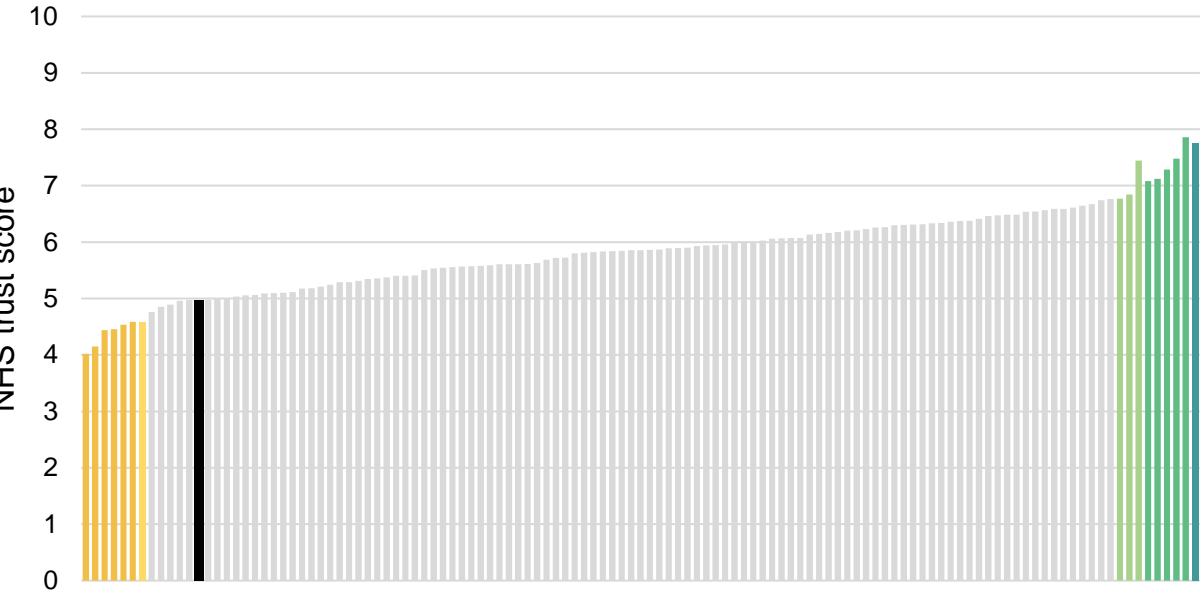
Section 5: Hospital food

Please note: If data is missing, this is due to a low number of responses.

Hospital food - Parents and carers' reports (0 to 11 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 5.0 About the same



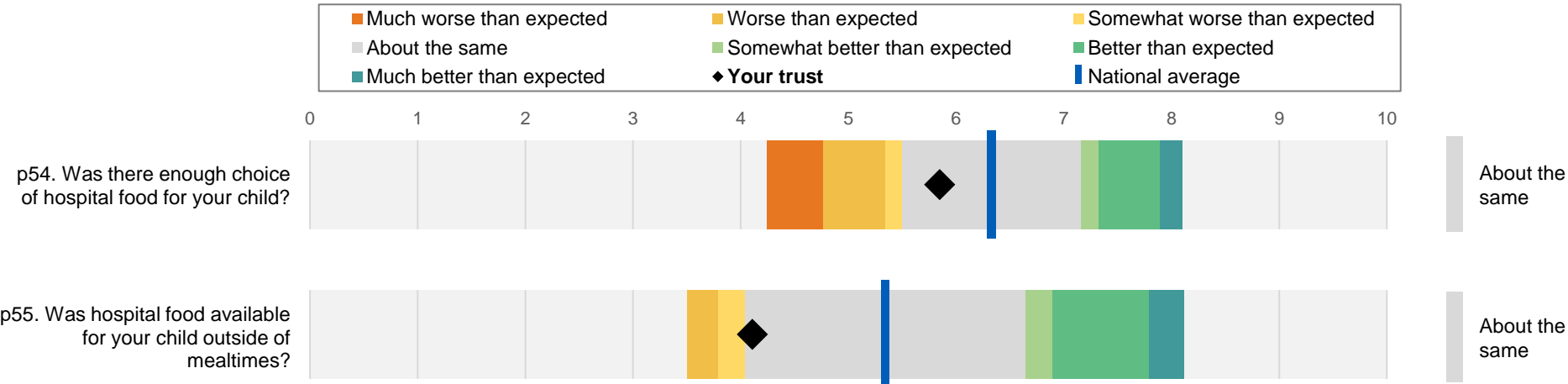
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
<div>The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust</div> <div>7.3</div>	<div>West Hertfordshire Teaching Hospitals NHS Trust</div> <div>5.0</div>
<div>East Suffolk and North Essex NHS Foundation Trust</div> <div>6.8</div>	<div>The Princess Alexandra Hospital NHS Trust</div> <div>5.0</div>
<div>North West Anglia NHS Foundation Trust</div> <div>6.3</div>	<div>East and North Hertfordshire NHS Trust</div> <div>5.1</div>
<div>James Paget University Hospitals NHS Foundation Trust</div> <div>6.3</div>	<div>Milton Keynes University Hospital NHS Foundation Trust</div> <div>5.4</div>
<div>Mid and South Essex NHS Foundation Trust</div> <div>6.1</div>	<div>Bedfordshire Hospitals NHS Foundation Trust</div> <div>5.5</div>

Section 5. Hospital food

Question scores: Hospital food - Parents and carers' reports (0 to 11 years)



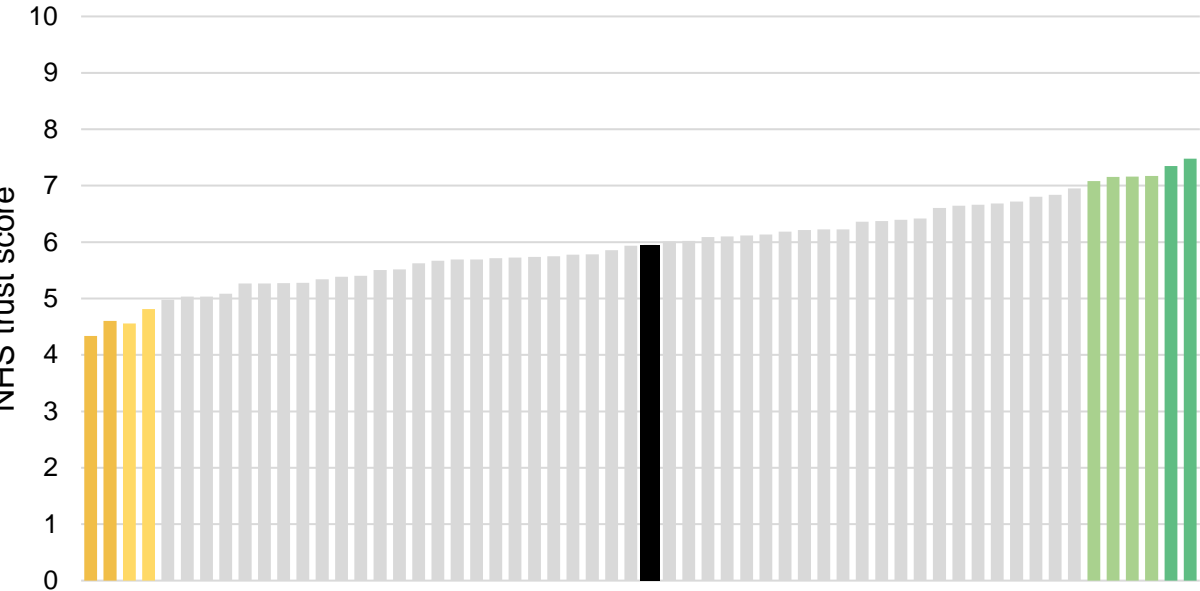
Parents and carers

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
108	5.8	6.3	4.2	8.1
113	4.1	5.3	3.5	8.1

Hospital food - Young people's reports (12 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 6.0 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

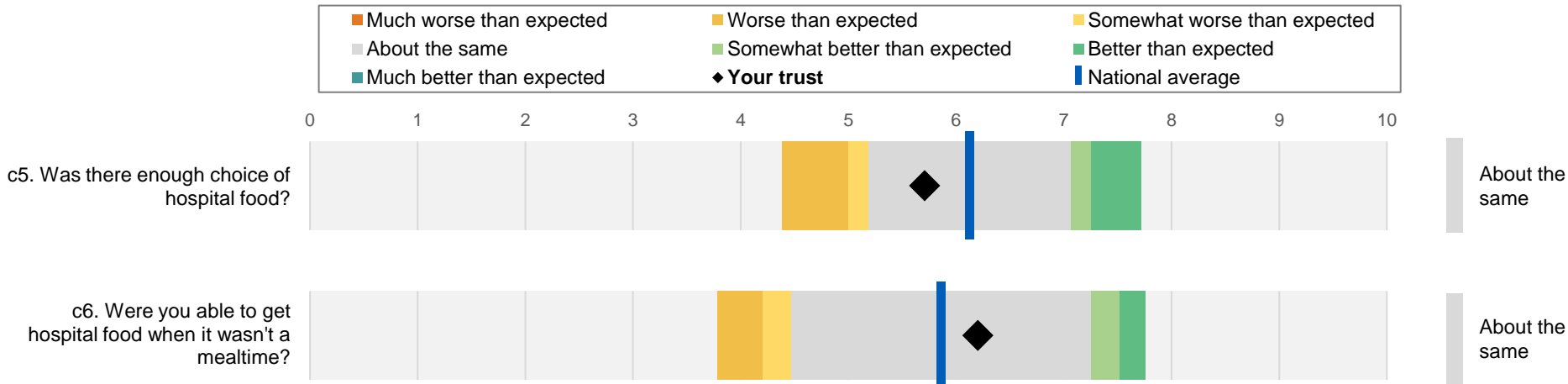
Norfolk and Norwich University Hospitals NHS Foundation Trust	7.0
Mid and South Essex NHS Foundation Trust	6.7
North West Anglia NHS Foundation Trust	6.4
Milton Keynes University Hospital NHS Foundation Trust	6.1
West Hertfordshire Teaching Hospitals NHS Trust	6.0

Trusts with the lowest scores

East and North Hertfordshire NHS Trust	4.3
Cambridge University Hospitals NHS Foundation Trust	5.4
Bedfordshire Hospitals NHS Foundation Trust	5.6
East Suffolk and North Essex NHS Foundation Trust	5.7
West Hertfordshire Teaching Hospitals NHS Trust	6.0

Section 5. Hospital food

Question scores: Hospital food - Young people's reports (12 to 15 years)



Young people

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
65	5.7	6.1	4.4	7.7

47	6.2	5.9	3.8	7.8
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Scoring and Benchmarking

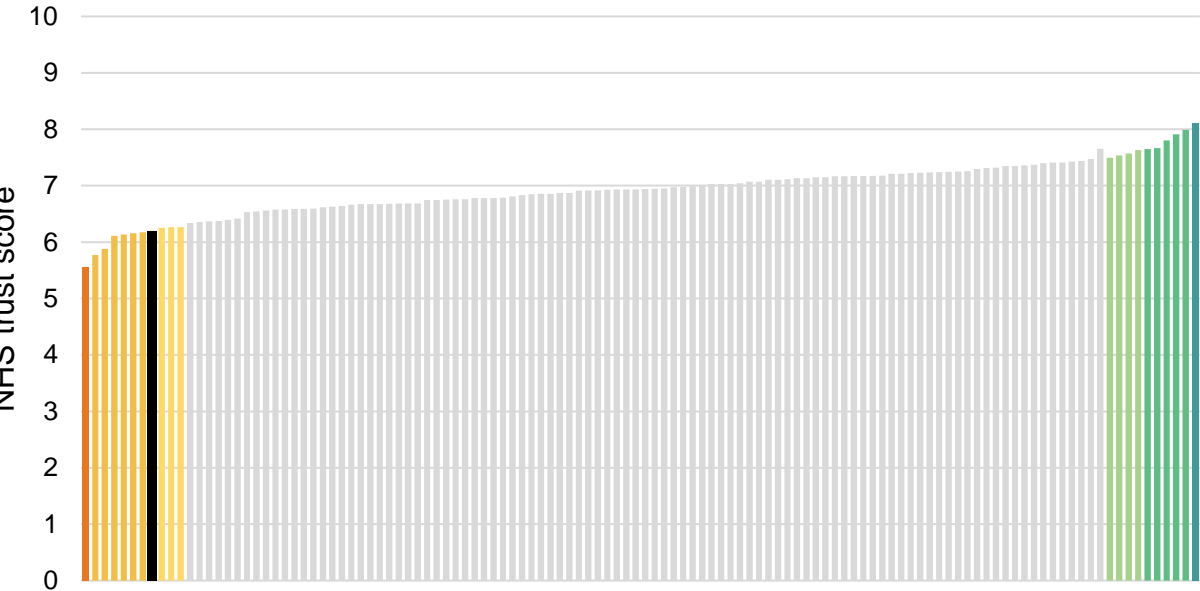
Section 6: Facilities

Please note: If data is missing, this is due to a low number of responses.

Facilities - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 6.2 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

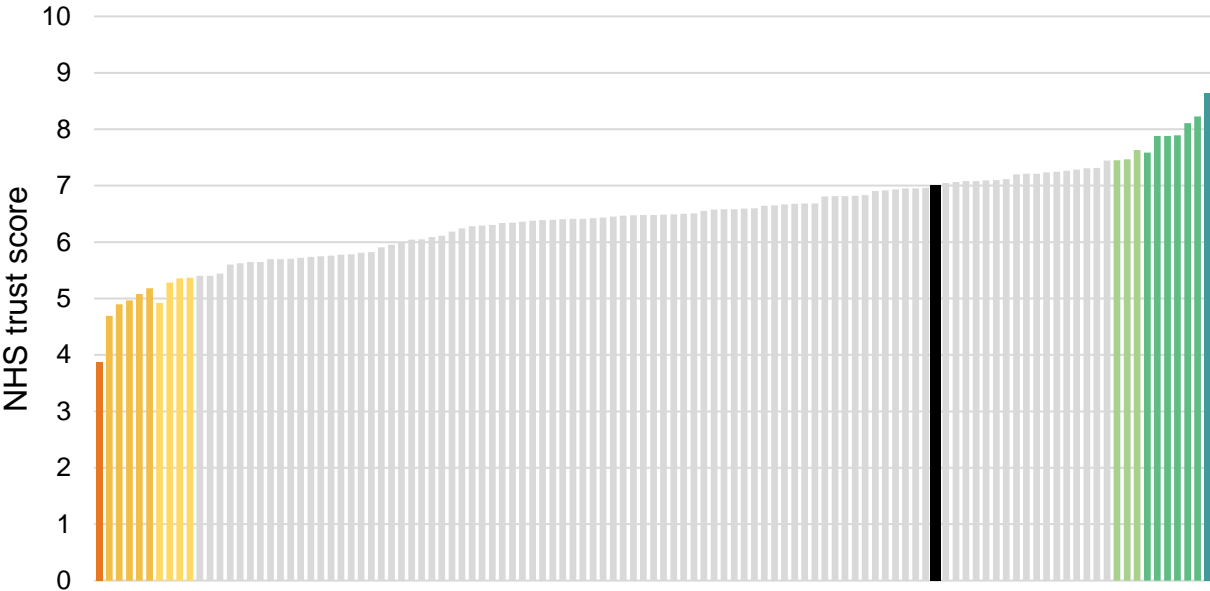
Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
<div>The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust</div> <div>7.6</div>	<div>West Hertfordshire Teaching Hospitals NHS Trust</div> <div>6.2</div>
<div>James Paget University Hospitals NHS Foundation Trust</div> <div>7.6</div>	<div>East and North Hertfordshire NHS Trust</div> <div>6.4</div>
<div>Norfolk and Norwich University Hospitals NHS Foundation Trust</div> <div>7.2</div>	<div>Mid and South Essex NHS Foundation Trust</div> <div>6.6</div>
<div>East Suffolk and North Essex NHS Foundation Trust</div> <div>7.2</div>	<div>West Suffolk NHS Foundation Trust</div> <div>6.7</div>
<div>North West Anglia NHS Foundation Trust</div> <div>7.1</div>	<div>Bedfordshire Hospitals NHS Foundation Trust</div> <div>6.7</div>

Facilities - Children and young people's reports (8 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.0 About the same



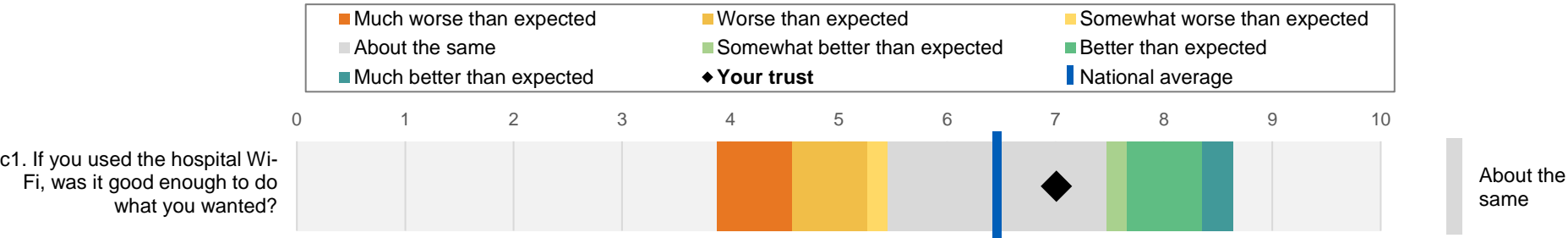
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
<div>Milton Keynes University Hospital NHS Foundation Trust</div> <div>7.9</div>	<div>East and North Hertfordshire NHS Trust</div> <div>6.4</div>
<div>Cambridge University Hospitals NHS Foundation Trust</div> <div>7.6</div>	<div>Norfolk and Norwich University Hospitals NHS Foundation Trust</div> <div>6.5</div>
<div>James Paget University Hospitals NHS Foundation Trust</div> <div>7.4</div>	<div>Mid and South Essex NHS Foundation Trust</div> <div>6.7</div>
<div>West Hertfordshire Teaching Hospitals NHS Trust</div> <div>7.0</div>	<div>West Suffolk NHS Foundation Trust</div> <div>6.8</div>
<div>North West Anglia NHS Foundation Trust</div> <div>7.0</div>	<div>The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust</div> <div>6.8</div>

Section 6. Facilities

Question scores: Facilities - Children and young people's reports (8 to 15 years)

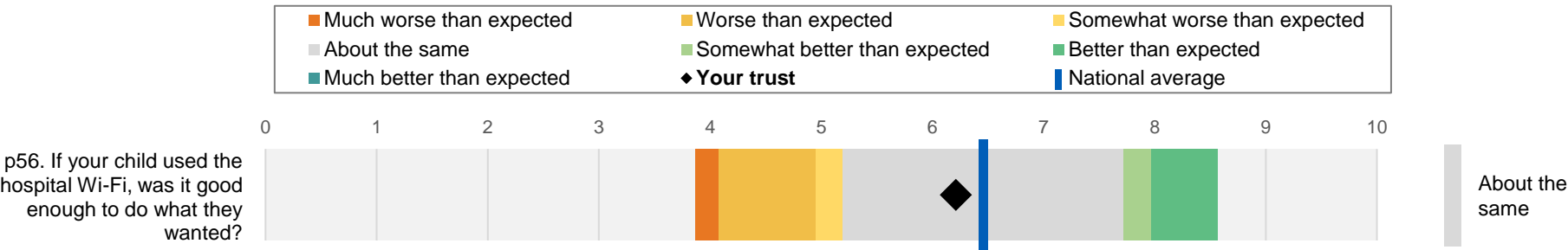


Children and young people

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
105	7.0	6.5	3.9	8.6

Questions related to but not included in this section score

Question scores related to Section 6: Facilities



Parents and carers

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
47	6.2	6.5	3.9	8.6

p56 is not included in the section score for Section 6: Facilities because the question was only included in the 0-7-year-olds' questionnaire.

Scoring and benchmarking

Section 7: Pain

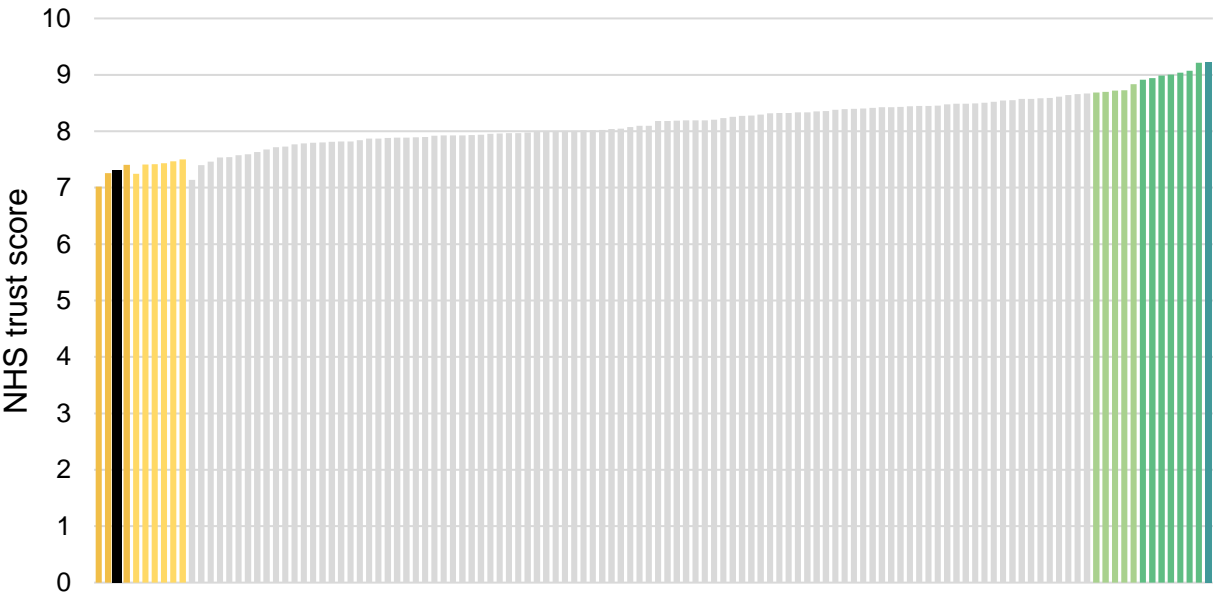
Please note: If data is missing, this is due to a low number of responses.



Pain - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.3 Worse than expected



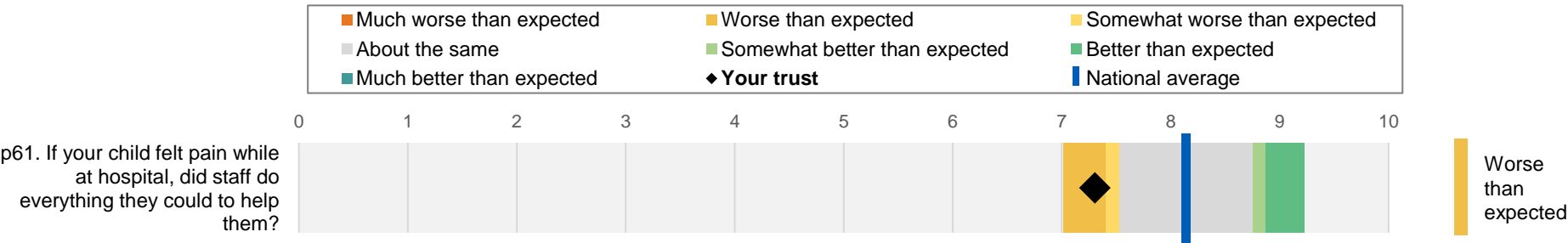
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
<div>The Princess Alexandra Hospital NHS Trust</div> <div>8.4</div>	<div>West Hertfordshire Teaching Hospitals NHS Trust</div> <div>7.3</div>
<div>James Paget University Hospitals NHS Foundation Trust</div> <div>8.4</div>	<div>West Suffolk NHS Foundation Trust</div> <div>7.5</div>
<div>North West Anglia NHS Foundation Trust</div> <div>8.3</div>	<div>Milton Keynes University Hospital NHS Foundation Trust</div> <div>7.9</div>
<div>Cambridge University Hospitals NHS Foundation Trust</div> <div>8.3</div>	<div>East and North Hertfordshire NHS Trust</div> <div>8.0</div>
<div>Mid and South Essex NHS Foundation Trust</div> <div>8.2</div>	<div>The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust</div> <div>8.0</div>

Section 7. Pain

Question scores: Pain - Parents and carers' reports (0 to 15 years)



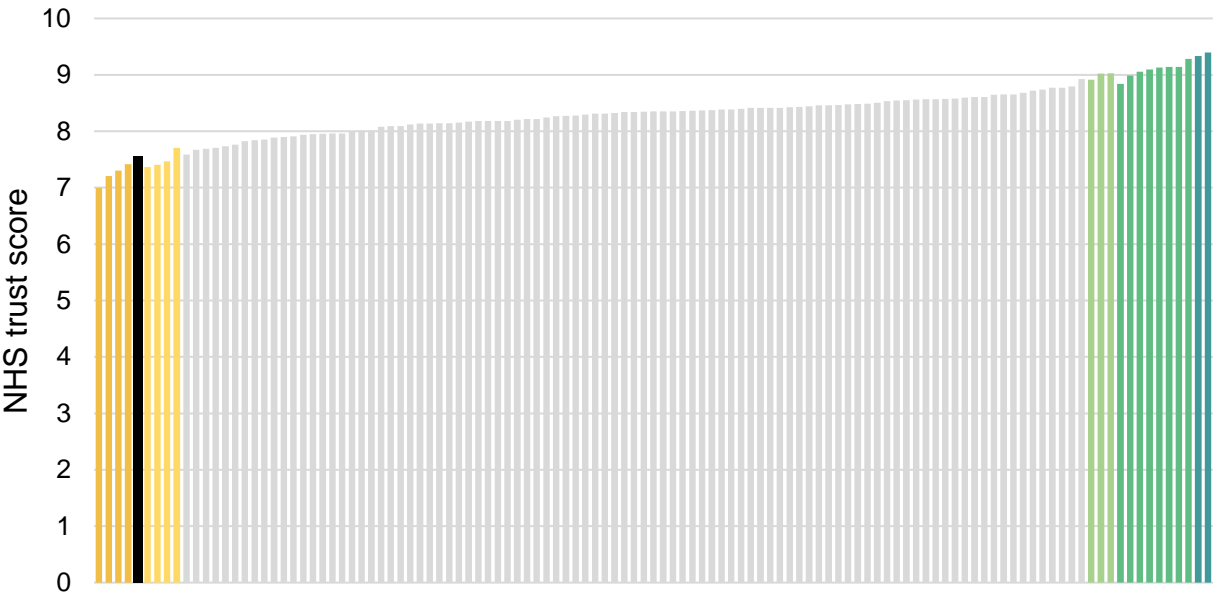
Parents and carers

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
196	7.3	8.1	7.0	9.2

Pain - Children and young people's reports (8 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.6 Worse than expected



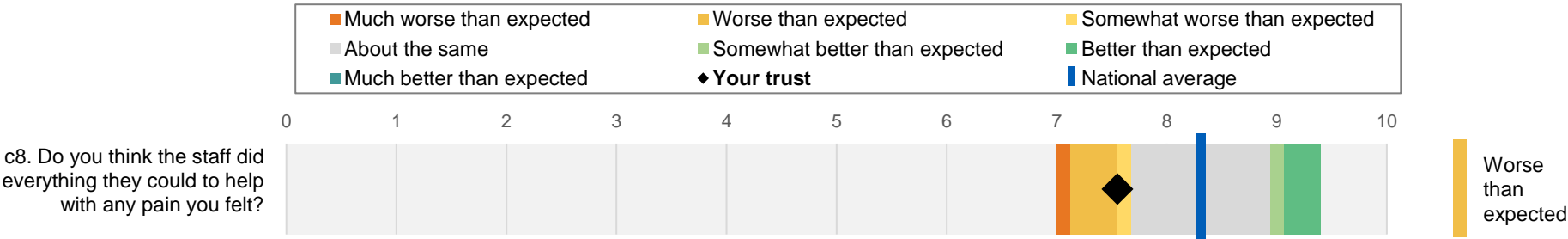
Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores	Trusts with the lowest scores
<div>The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust</div> <div>9.0</div>	<div>Bedfordshire Hospitals NHS Foundation Trust</div> <div>7.5</div>
<div>North West Anglia NHS Foundation Trust</div> <div>8.8</div>	<div>West Hertfordshire Teaching Hospitals NHS Trust</div> <div>7.6</div>
<div>James Paget University Hospitals NHS Foundation Trust</div> <div>8.8</div>	<div>West Suffolk NHS Foundation Trust</div> <div>7.7</div>
<div>Cambridge University Hospitals NHS Foundation Trust</div> <div>8.7</div>	<div>Milton Keynes University Hospital NHS Foundation Trust</div> <div>7.8</div>
<div>East Suffolk and North Essex NHS Foundation Trust</div> <div>8.7</div>	<div>The Princess Alexandra Hospital NHS Trust</div> <div>7.9</div>

Section 7. Pain

Question scores: Pain - Children and young people's reports (8 to 15 years)



Children and young people

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
127	7.6	8.3	7.0	9.4

Scoring and Benchmarking

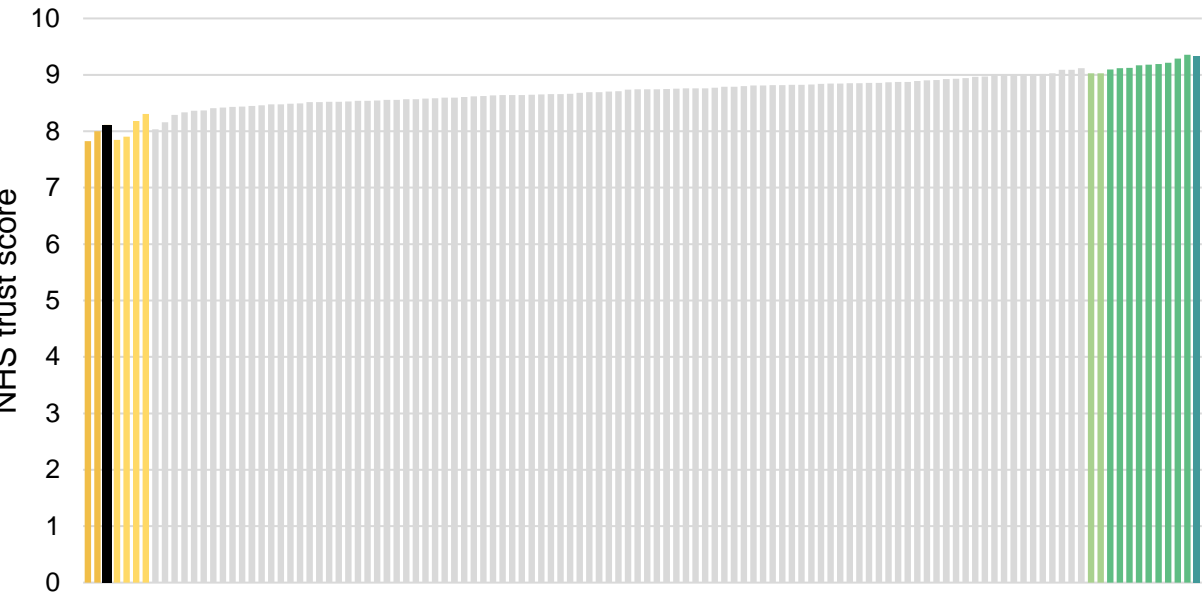
Section 8: Operations and procedures

Please note: If data is missing, this is due to a low number of responses.

Operations and procedures - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 8.1 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

James Paget University Hospitals NHS Foundation Trust	9.0
Cambridge University Hospitals NHS Foundation Trust	8.9
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.9
East Suffolk and North Essex NHS Foundation Trust	8.8
The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	8.8

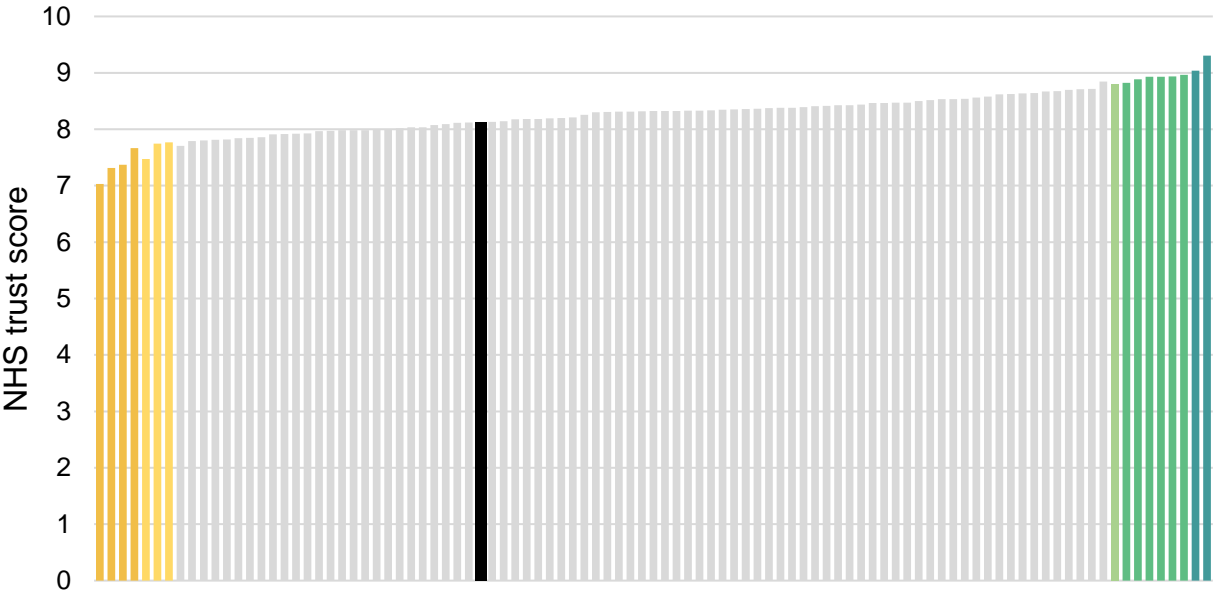
Trusts with the lowest scores

West Hertfordshire Teaching Hospitals NHS Trust	8.1
Milton Keynes University Hospital NHS Foundation Trust	8.3
Bedfordshire Hospitals NHS Foundation Trust	8.4
The Princess Alexandra Hospital NHS Trust	8.5
Mid and South Essex NHS Foundation Trust	8.6

Operations and procedures - Children and young people's reports (8 to 15 years)

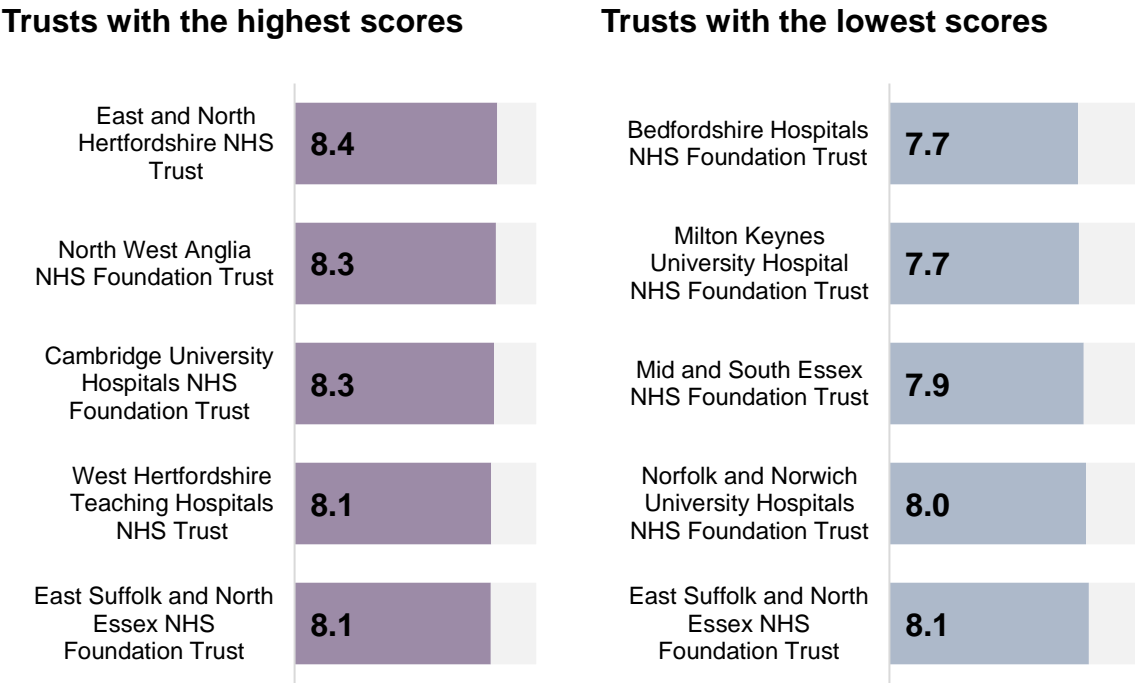
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 8.1 About the same



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

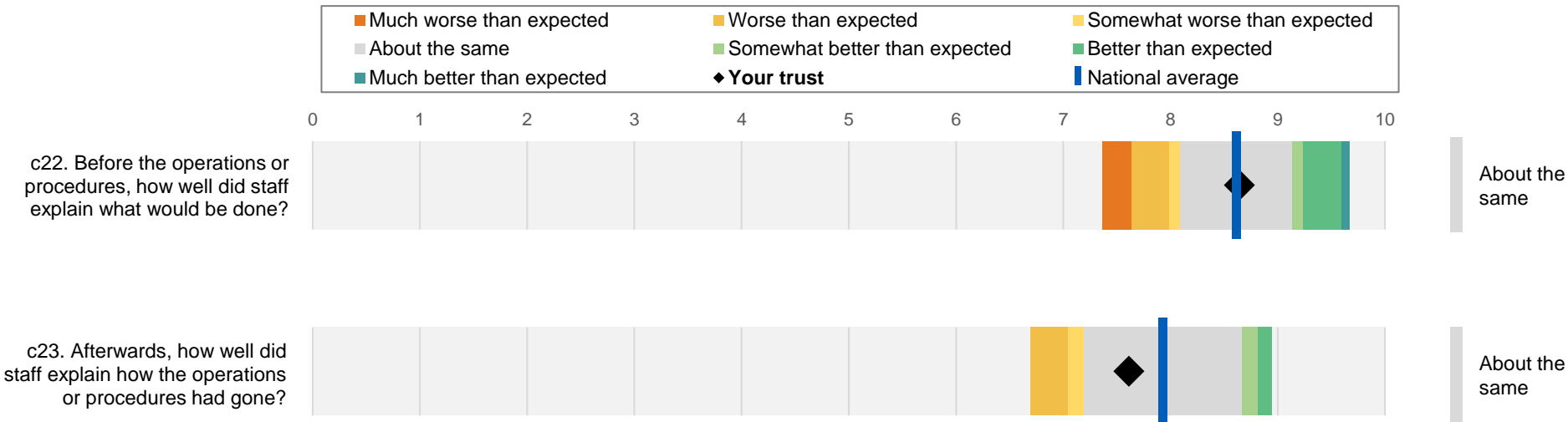
Comparison with other trusts within your region



Section 8. Operations and procedures

Question scores: Operations and procedures - Children and young people's reports (8 to 15 years)

Children and young people



Scoring and benchmarking

Section 9: Leaving hospital

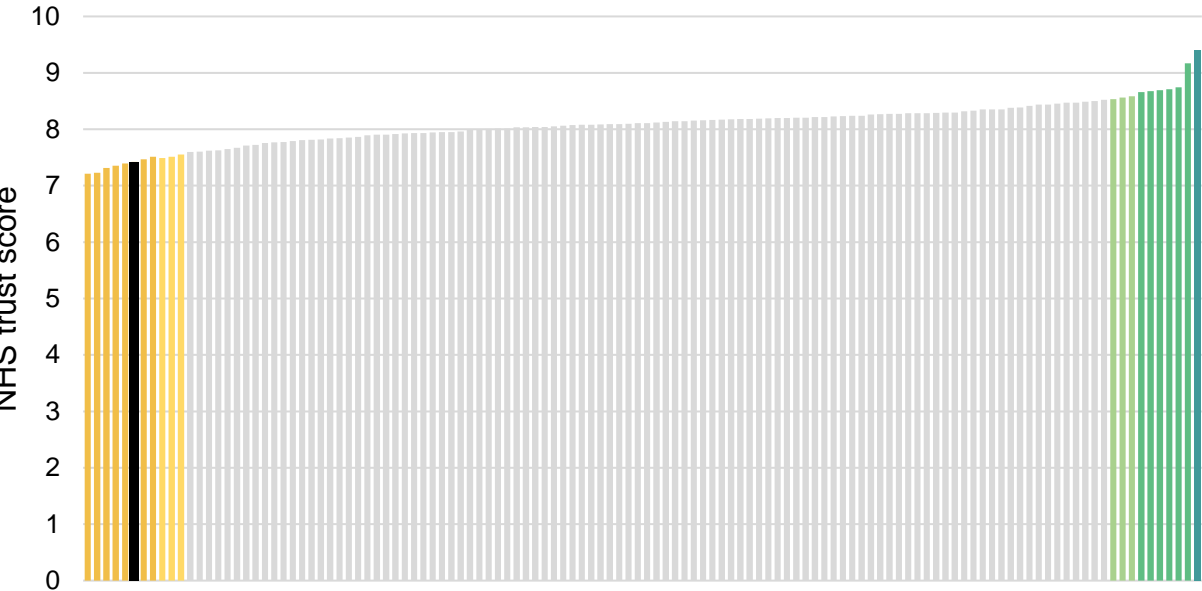
Please note: If data is missing, this is due to a low number of responses.



Leaving hospital - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.4 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

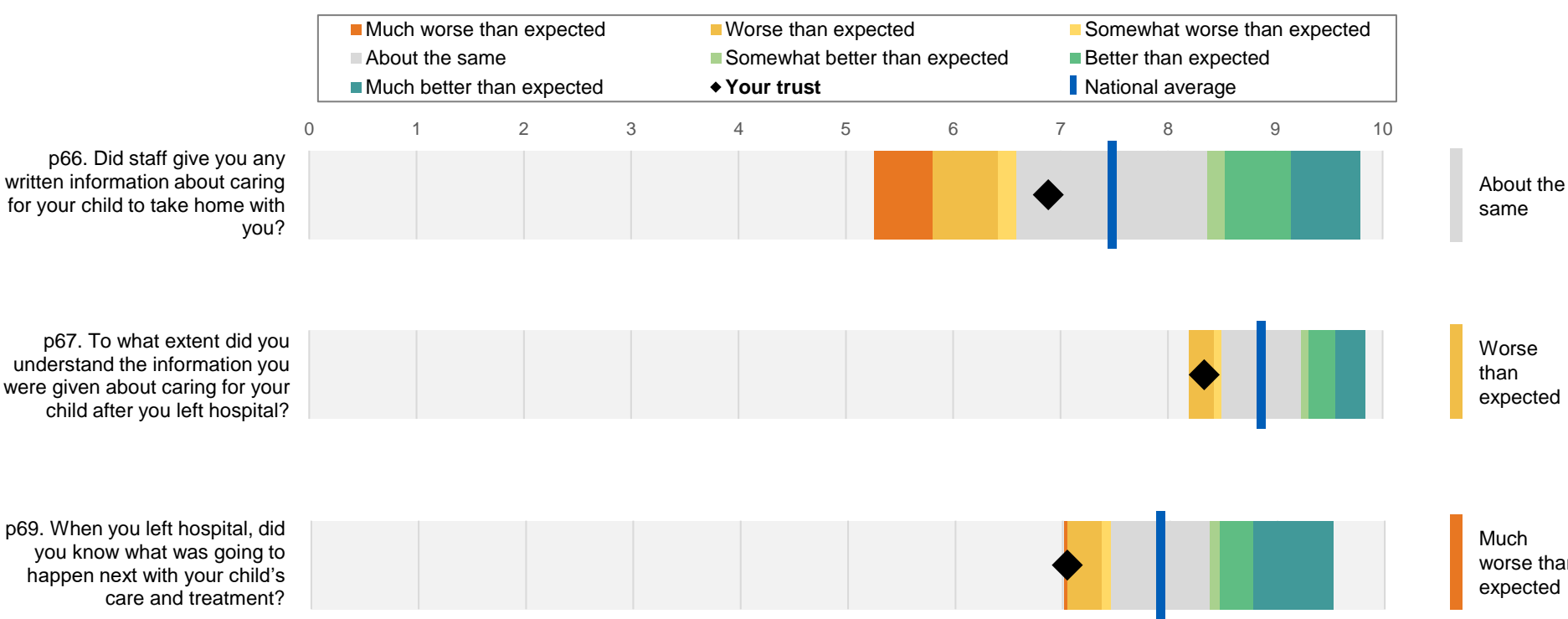
Mid and South Essex NHS Foundation Trust	8.5
Cambridge University Hospitals NHS Foundation Trust	8.3
The Princess Alexandra Hospital NHS Trust	8.1
Milton Keynes University Hospital NHS Foundation Trust	8.1
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.1

Trusts with the lowest scores

West Suffolk NHS Foundation Trust	7.4
West Hertfordshire Teaching Hospitals NHS Trust	7.4
James Paget University Hospitals NHS Foundation Trust	7.6
East and North Hertfordshire NHS Trust	7.6
Bedfordshire Hospitals NHS Foundation Trust	7.8

Section 9. Leaving hospital

Question scores: Leaving hospital - Parents and carers' reports (0 to 15 years)



Parents and carers

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
228	6.9	7.5	5.3	9.8

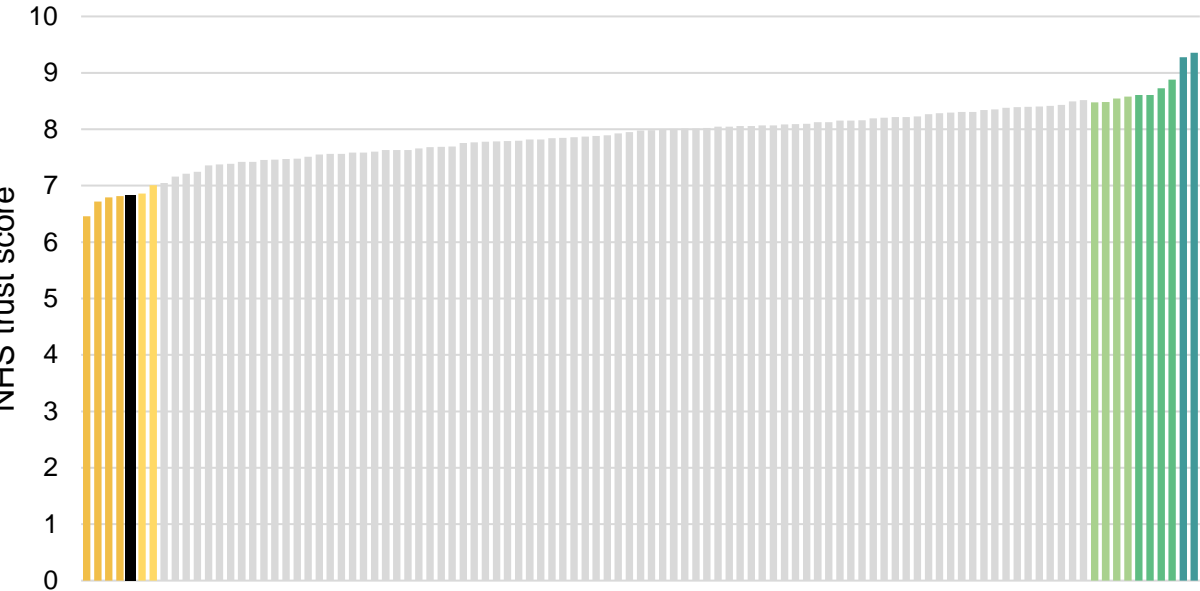
150	8.3	8.9	8.2	9.8
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242	7.0	7.9	7.0	9.5
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Leaving hospital - Children and young people's reports (8 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 6.8 **Worse than expected**



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

North West Anglia NHS Foundation Trust	8.4
Mid and South Essex NHS Foundation Trust	8.1
East Suffolk and North Essex NHS Foundation Trust	8.0
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.0
Milton Keynes University Hospital NHS Foundation Trust	7.9

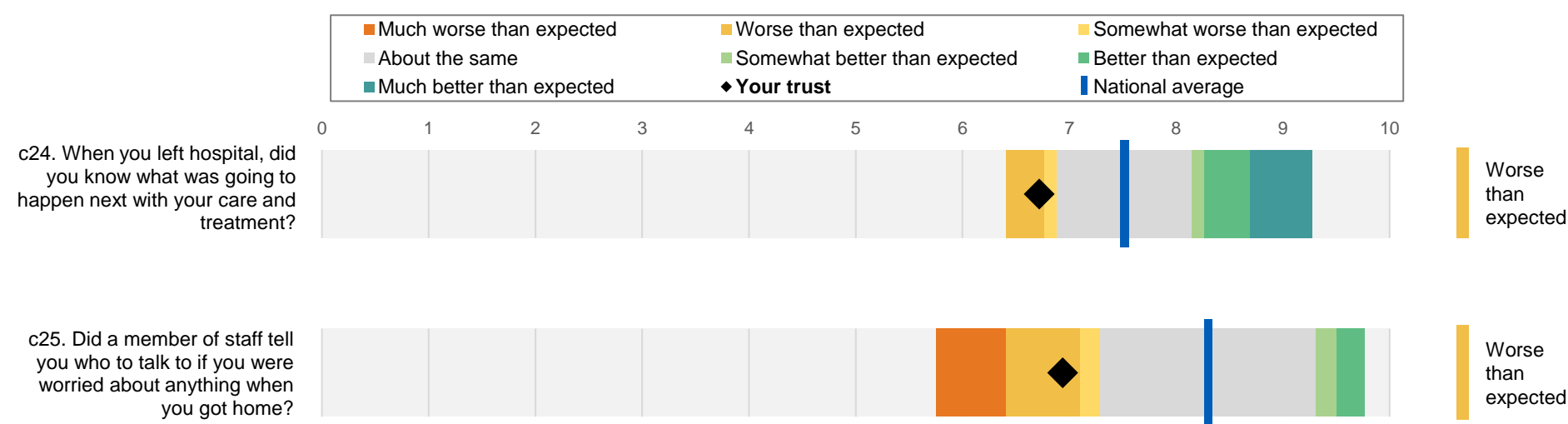
Trusts with the lowest scores

Bedfordshire Hospitals NHS Foundation Trust	6.8
West Hertfordshire Teaching Hospitals NHS Trust	6.8
James Paget University Hospitals NHS Foundation Trust	7.4
Cambridge University Hospitals NHS Foundation Trust	7.5
East and North Hertfordshire NHS Trust	7.7

Section 9. Leaving hospital

Question scores: Leaving hospital - Children and young people's reports (8 to 15 years)

Children and young people

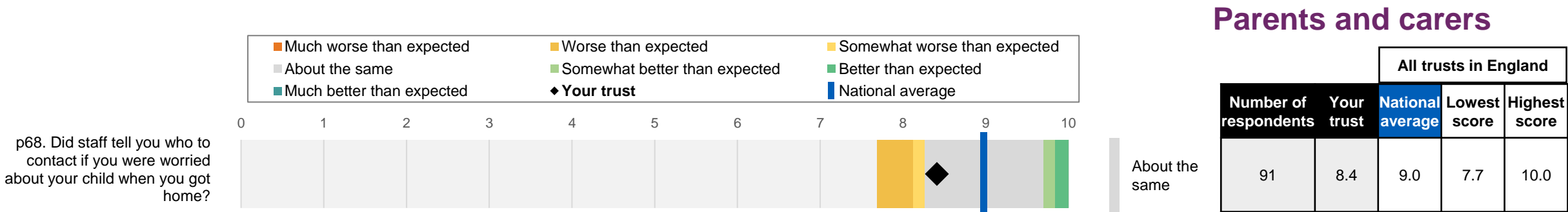


		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
147	6.7	7.5	6.4	9.3

83	6.9	8.3	5.7	9.8
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Questions related to but not included in this section score

Question scores related to Section 9: Leaving Hospital



p68 is not included in the section score for Section 9: Leaving Hospital because the question was only included in the 0-7-year-olds' questionnaire.

Scoring and Benchmarking

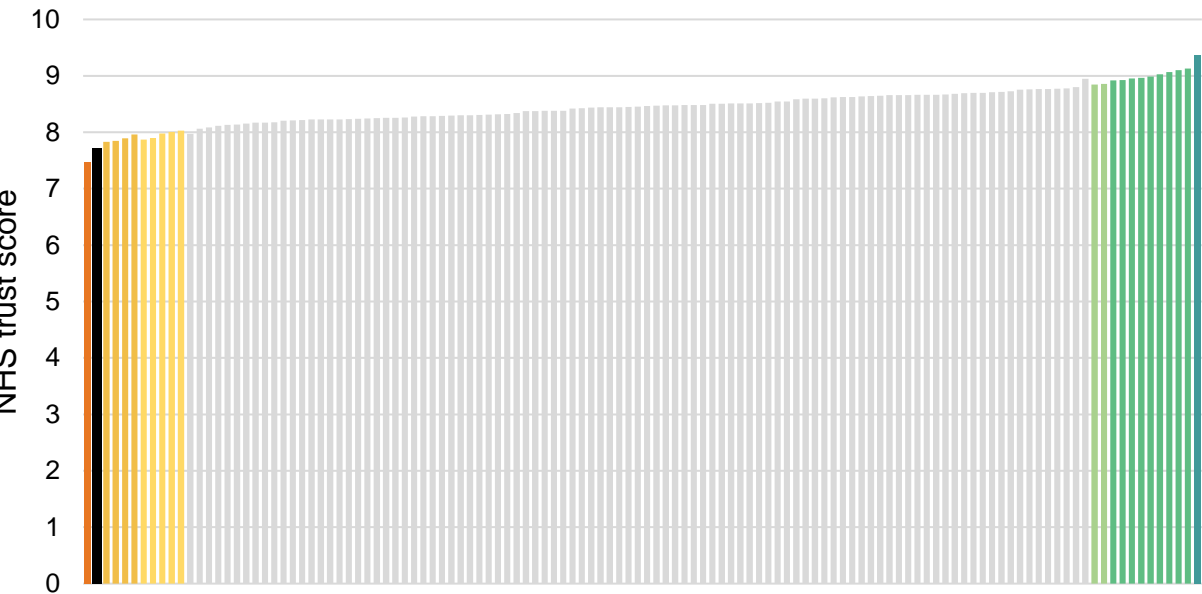
Section 10: Overall experience

Please note: If data is missing, this is due to a low number of responses.

Overall experience - Parents and carers' reports (0 to 15 years)

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.7 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

Trusts with the highest scores

East Suffolk and North Essex NHS Foundation Trust	8.6
James Paget University Hospitals NHS Foundation Trust	8.5
Norfolk and Norwich University Hospitals NHS Foundation Trust	8.5
North West Anglia NHS Foundation Trust	8.5
Cambridge University Hospitals NHS Foundation Trust	8.5

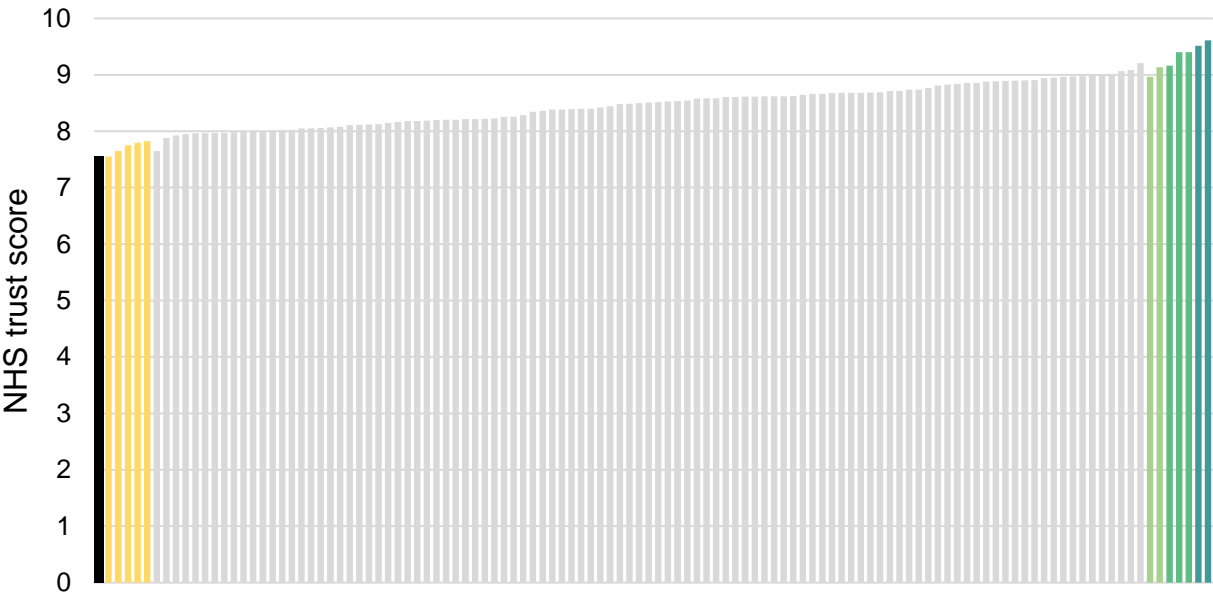
Trusts with the lowest scores

West Hertfordshire Teaching Hospitals NHS Trust	7.7
Milton Keynes University Hospital NHS Foundation Trust	7.9
East and North Hertfordshire NHS Trust	8.0
The Princess Alexandra Hospital NHS Trust	8.0
Bedfordshire Hospitals NHS Foundation Trust	8.2

Overall experience - Children and young people's reports (8 to 15 years)

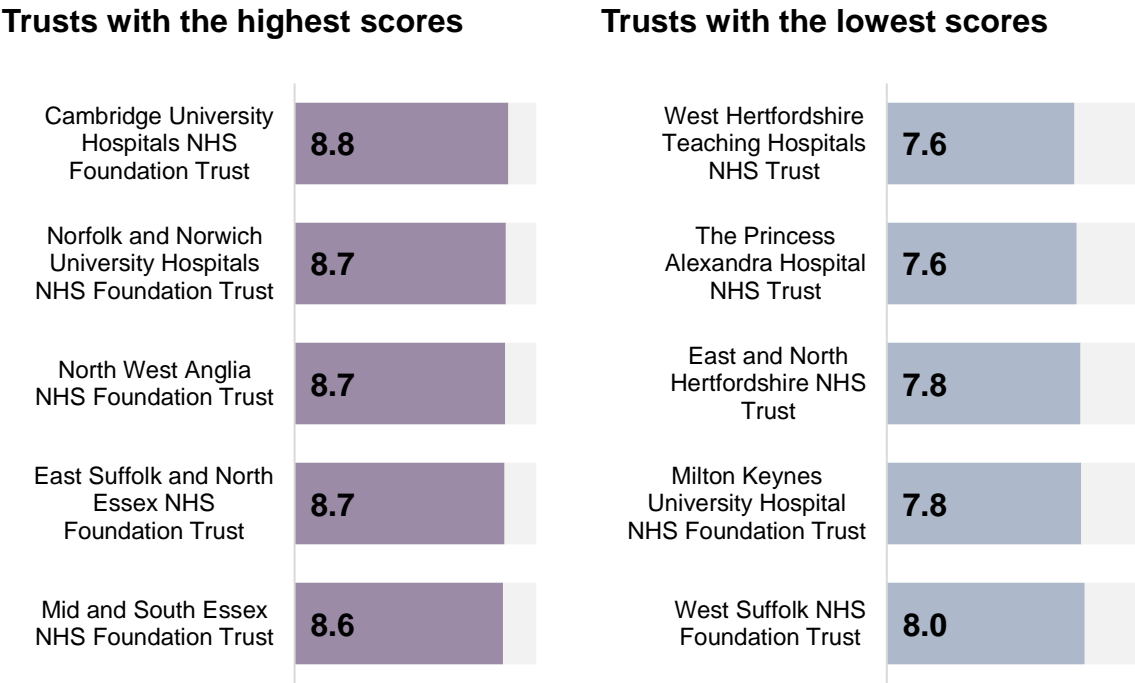
This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

Your trust section score = 7.6 Worse than expected



Each vertical line represents an individual NHS trust
Trust score is not shown when there are fewer than 30 respondents

Comparison with other trusts within your region

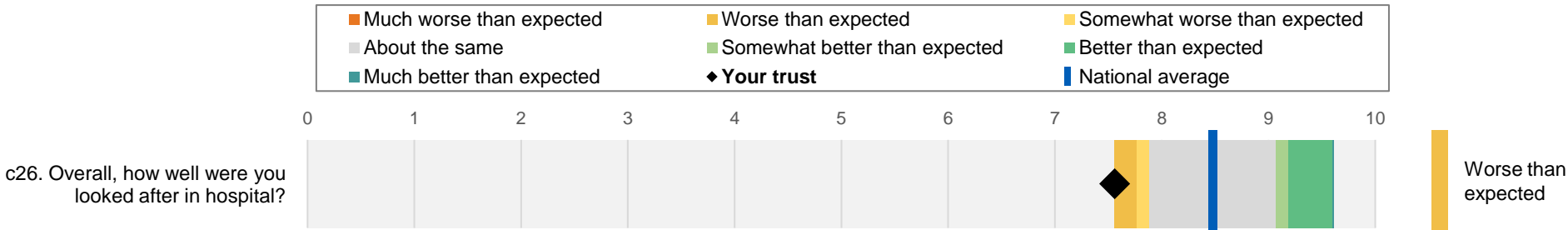


Section 10. Overall experience

Question scores: Overall experience - Children and young people's reports (8 to 15 years)

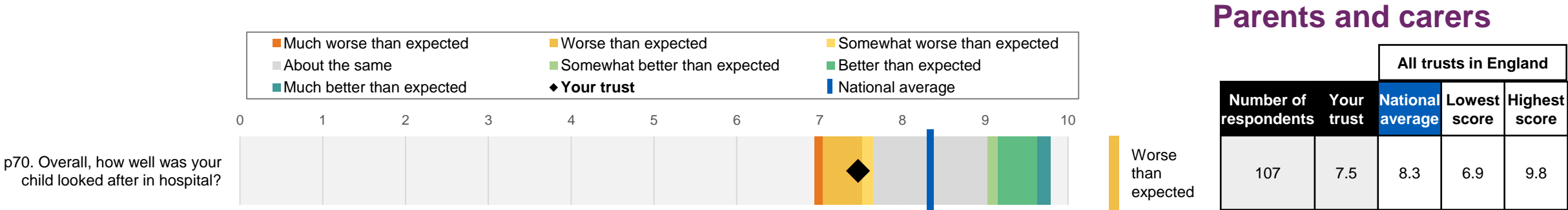
Children and young people

		All trusts in England		
Number of respondents	Your trust	National average	Lowest score	Highest score
147	7.6	8.5	7.6	9.6



Questions related to but not included in this section score

Question scores related to Section 10: Overall experience



p70 is not included in the section score for Section 10: Overall experience because the question was only included in the 0-7-year-olds' questionnaire.

Comparison to other trusts

Comparison to other trusts: where your trust has performed much better

The questions at which your trust has performed much better when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Much better than expected

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed better

The questions at which your trust has performed better when compared with all other trusts are listed below.

The questions where your trust has performed about the same compared with all other trusts have not been listed.

Better than expected

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed somewhat better

The questions at which your trust has performed somewhat better when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Somewhat better than expected

- No questions for your trust fall within this banding.

Comparison to other trusts: where your trust has performed somewhat worse

The questions at which your trust has performed somewhat worse when compared with all other trusts are listed below.

The questions where your trust has performed about the same compared with all other trusts have not been listed.

Somewhat worse than expected

- c17. Did staff take the time to listen to your fears or worries?
- c20_6. Did any of the following bother you when you were in the waiting area? Nothing bothered me
- p30_4. Did any of the following bother your child while you were in the waiting area? Not having enough to eat or drink
- p36. Did staff caring for and treating your child introduce themselves?
- p57. Overall, how would you rate your access to food in hospital?
- p63. Before your child's operations or procedures, how well did staff explain what would be done?

Comparison to other trusts: where your trust has performed worse

The questions at which your trust has performed worse when compared with all other trusts are listed below.
The questions where your trust has performed about the same compared with all other trusts have not been listed.

Worse than expected

- c4. How suitable was the ward for someone your age?
- c8. Do you think the staff did everything they could to help with any pain you felt?
- c9i. Were you involved in decisions about your care and treatment?
- c10. Were you given enough privacy when you were receiving care and treatment?
- c11. How friendly were the staff looking after you?
- c18. Did staff try to help you with your fears or worries?
- c24. When you left hospital, did you know what was going to happen next with your care and treatment?
- c25. Did a member of staff tell you who to talk to if you were worried about anything when you got home?
- c26. Overall, how well were you looked after in hospital?
- p31. When you were waiting, was your child able to get help from staff if they needed it?
- p34. How clean was the hospital room or ward?
- p38. Did staff give you information about your child's care and treatment in a way that you could understand?
- p39. Did staff keep you informed about what was happening while your child was in hospital?
- p40. Were you able to ask staff any questions you had about your child's care and treatment?
- p44. Did staff take into account your child's existing individual needs?
- p45. Did staff caring for and treating your child seem aware of their medical history?
- p47. Did staff take the time to listen to your child's fears or worries?
- p48. Was your child given enough privacy when receiving care and treatment?
- p49. Were you involved in decisions about your child's care and treatment as much as you wanted to be?
- p51. Did staff caring for and treating your child work well together?
- p53. If you raised any concerns about your child's care and treatment, were these taken seriously by staff?
- p58. Overall, how would you rate your access to hot drinks in hospital?
- p61. If your child felt pain while at hospital, did staff do everything they could to help them?

Comparison to other trusts: where your trust has performed much worse

The questions at which your trust has performed much worse when compared with all other trusts are listed below. The questions where your trust has performed about the same compared with all other trusts have not been listed.

Much worse than expected

- p69. When you left hospital, did you know what was going to happen next with your child's care and treatment?
- p73. Overall, do you feel you (the parent / carer) were treated with kindness and compassion by the staff?
- p74. Overall... Please select a number.

Thank you.

For further information please contact
the Survey Coordination Centre:

cyp@surveycoordination.com